Quick User Guide

ADMINISTRATION

The Quick User Guide for VohCom Page contains the basic information needed to setup and maintain client workflow.

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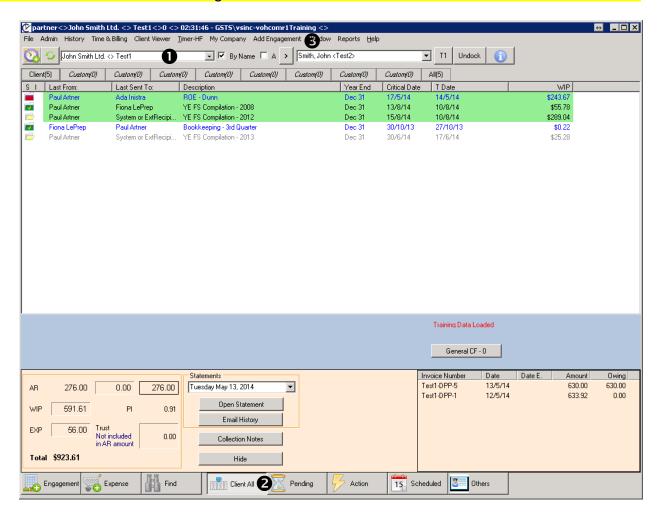
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FNGAGEMENT SET UP

Using Engagement Templates To Set Up Repeat Engagements

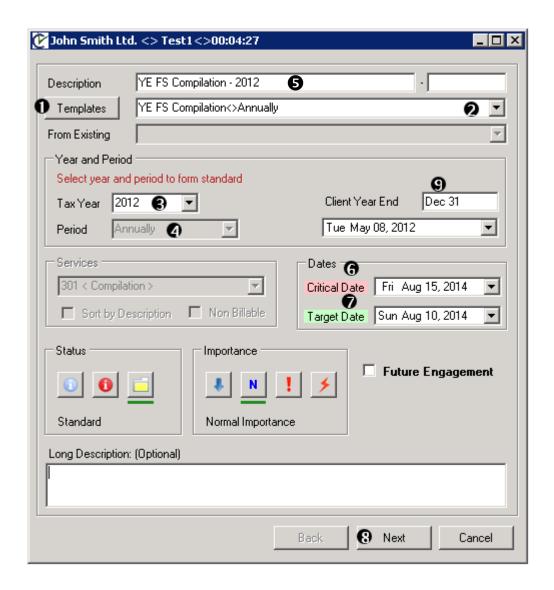
Our basic training introduced you to the key building block of VohCom *Page*, an **Engagement**, or Task. We looked at the Engagement set up window, also known as the Quick Engagement tool. There is an alternate setup tool available for the creation of recurring Engagements. Using this tool ensures that there will be a consistency to the naming of your Engagements. It also guards against setting up multiple tasks for the same work.

Scenario: John Smith has brought in the Year End information for John Smith Ltd. for 2012.



In your Home window:

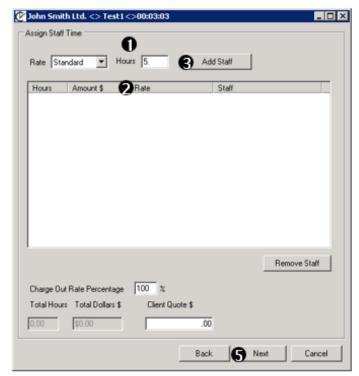
- 1 Select John Smith Ltd. in the Client drop down menu
- 2 Click Client All
- 3 Click on the Add Engagements menu in the top bar

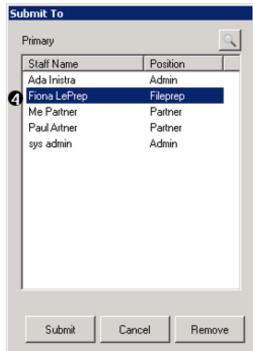


In the first window of the Engagement Set Up:

- Click on the **Template** drop down menu to select the Engagement type: YE FS Compilation <> Annually.
- If John Smith Ltd. had a previous YE Engagement that had been set up using these Templates, it would have appeared in the From Existing list. It could have been selected as a pattern. When previous Engagements are used as patterns for new ones, the previous Engagement will automatically be linked in the new one and the new one in the previous one.
- 3 Select the Year: 2012.
- **4** Check the **Period** it should have default to annually for you.
- **5** Check the Name of the Engagement. It will be based on the Type, Year and Period.
- 6 Set the Critical Date. The best practice is to have this be the day the work is due. In this case it is already late, therefore not a rush.
- Set the Target Date. Setting it a week before the critical date allows time to take care of any unforeseen problems.
- 8 Click Next.

Scenario: Fiona LePrep will be assigned 5 hours to complete the work, Paul Artner .25 hours to review it, and Ada Inistra. 15 minutes to print the statements and call the client.





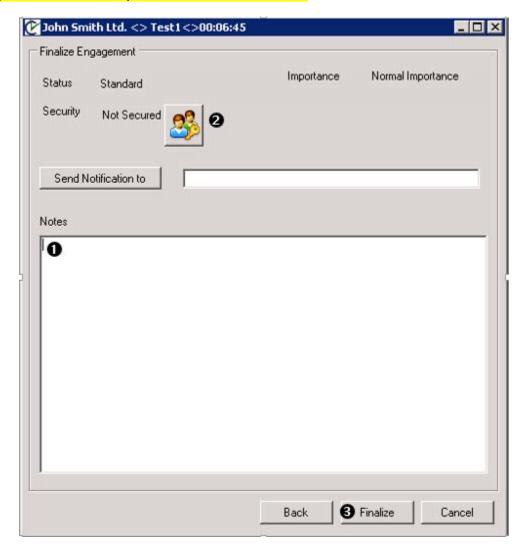
In the **Assign Staff** window, add the staff. When you use an existing Engagement as your pattern, the staff assigned to that Engagement will already be entered in this window

- Enter the Hours for Fiona: 5. You can change the hours after adding the staff by clicking on the Hrs. recorded and changing the number.
- 2 If your firm uses different rates, make sure the correct Rate is chosen.
- 3 Click on the Add Staff button to select a Staff member.
- 4 In the Submit To window select Fiona LePrep and click on Submit.
- 6 Repeat step 1 to 4 to add Paul and Ada. Click on Next

If you know the amount you will invoice, enter it in the client quote box now; this amount will automatically populate in the invoice.

Alternatively - to save time, you could select several staff members at once, in the Submit To window, using your control button on your keyboard, and then adjust the individual hours for each of the staff.

Scenario: John said he would be away for the next month, but his bookkeeper, Bonny Keeper can be contacted for information. John has requested that this work be kept confidential since he is in negotiations with the parents of one of the staff



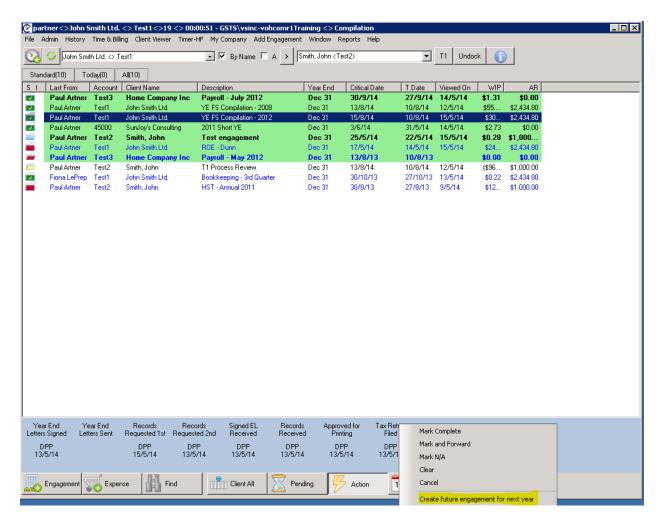
In the third window of the Engagement Setup:

- In the **Notes** section, enter the contact instructions provided by *John*. This information will show in the Notes section inside the task.
- Click on the Confidential (the key with two people) button. This opens a list of staff. Hold down your keyboard Ctrl key and select *Paul*, *Ada* and *Fiona*. When you click on Submit, the (needs the staff list) Engagement will be hidden from all except those three staff members.
- Olick on the Finalize button to create the Engagement.

Setting Up Future Engagements

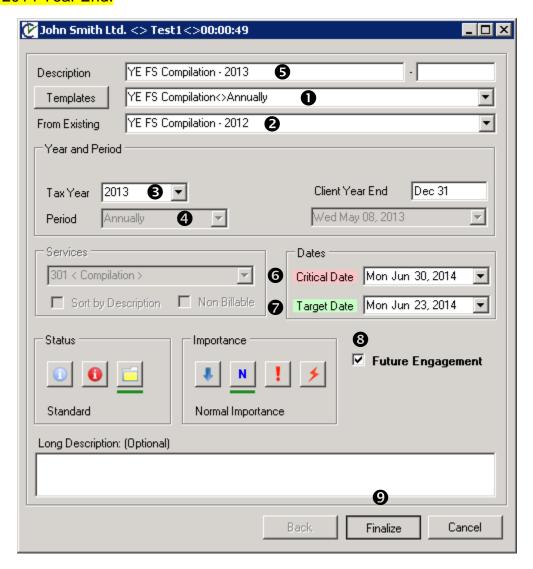
Future Engagements do not have assigned staff. It is expected that the work will actually be started at some time in the future. Having the **Engagement** available ensures that there is a place to record notes and add documents in preparation for the work to begin.

A good practice, before sending a Year End Engagement to history, is to open the **Add Engagement** window and set up the next year's YE Engagement using the current year as a template. This ensures that the work is not forgotten next year and possible tax filing deadlines are not missed. **Future Engagements** display in the **Client All** view of the **Home** window with a light grey font. They will appear in the **Action** box of the **Future Engagement Monitor** set up by your System Administrator, when the Target Date is reached.



The option to right mouse on the final stage in your progress template is also available to create a **Future Engagement** if your firm is using **progress templates**.

Scenario: Use the Add Engagement menu to set up a Future Engagement for John Smith Ltd. for the 2014 Year End.



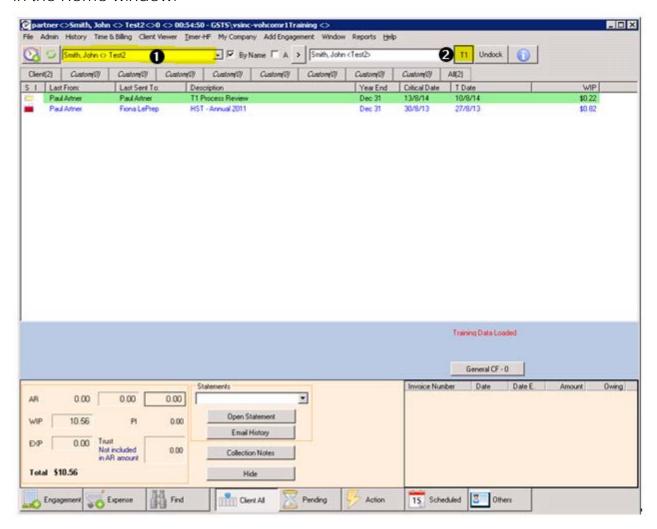
In the Engagement Setup window:

- Olick on the Template drop down menu to select the Engagement type: YE FS Compilation <> Annually.
- 2 Use the From Existing list to set up this 2013 from the existing 2012.
- Select the Year: 2013.
- **4** Check the **Period** it should have default to annually for you.
- **6** Check the **Name** of the Engagement. It will be based on the 2012 **Engagement**.
- 6 Set the Critical Date. Set the Critical Date for when the work must be completed.
- Set the Target Date for when the Engagement should appear in the Future Engagement Monitor's Action box. The first day of the month of the YE date, will remind you to send out YE letters.
- 8 Check off the Future Engagement check box. This changes the Next button to Finalize.
- Olick Finalize.

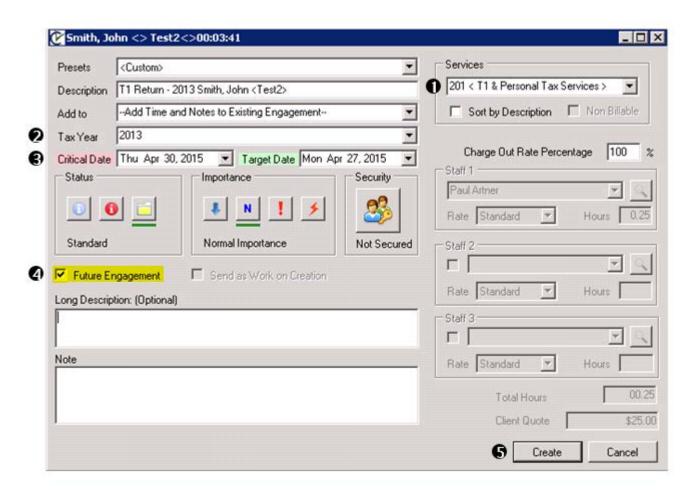
Setting Up T1 Engagements

Scenario: You have some time before the next tax season. Set up the T1 Engagement for John and his wife Mary, as a Future Engagement for the 2012 tax season.

In the Home window:

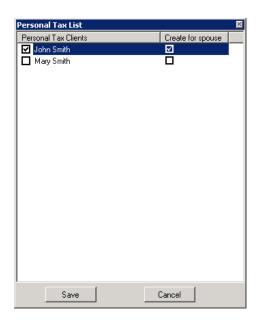


- Select Smith, John in the Client drop down menu.
- 2 Click on the T1 button.



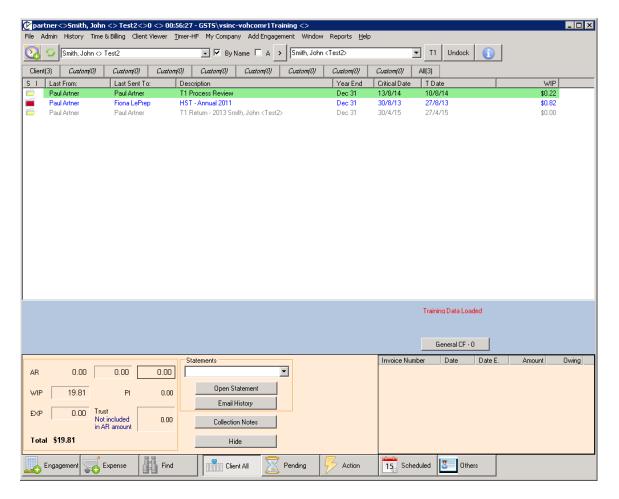
In the Create Engagement window: Select a Tax Year.

- The Service Code and the Description will already be filled in.
- 2 In the Create Engagement window: Select a Tax Year.
- **3** Select a **Critical Date**, the deadline date for the Tax filing, and a **Target Date**.
- **4** Check off the **Future Engagement** box.
- 6 Click the Create button.

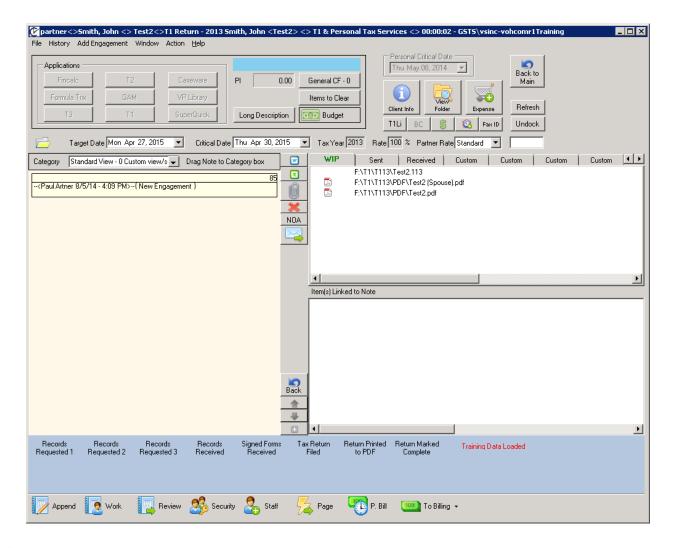




If you use a standard naming convention in a common area for the PDF images of your T1s; In the **Personal Tax List** box, check off the **Personal Tax Client**, *John Smith* and the **Create for spouse** box and click **Save**. In the **T1 Extension Required** box, check to see that the extension that will be used for your 2013 tax program is entered, before clicking **OK**. *Taxprep* uses '.1year' (.113); *Profile* uses '.yearT' (.13T).



The Future T1 Engagement displays with a grey font in the list views.



Inside the Engagement:

The WIP section already contains three 'static links':

- one for the T1 program data for John Smith,
- one for a pdf of John's spouse's completed T1, and
- one for a pdf of John's completed T1.

These are placeholders for now. When next year's program is installed, the program link will work. And when the returns are completed and printed to pdf, the pdf links will work as well.

Scenario: In August you find out that John and Mary had a baby. Then in December, John calls to discuss some investments. The call does not take very long and no further work is required.

Since the 2013 T1 Engagement is already set up:

- In August, add a note about the new dependent using Append.
- In December, open the **Engagement**, while on the phone, to track your time and then add a comment about the investment discussion.

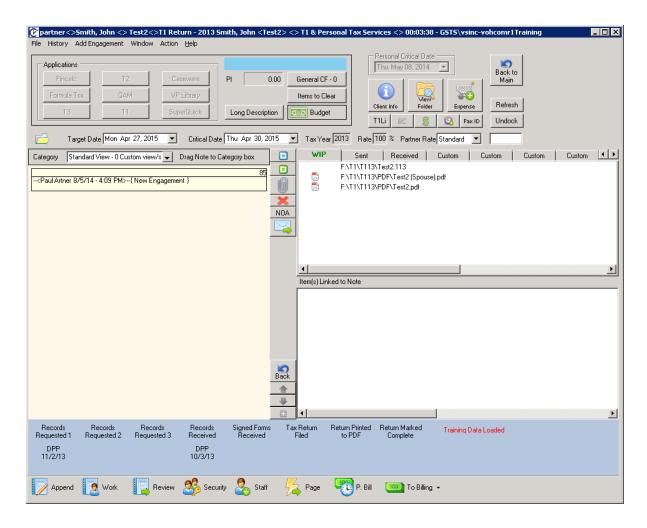
Using The Engagement Progress Bar

Progress Templates are lists of common steps that need to be completed for some tasks. These are preset for both T1 and Year End Engagements when you purchased your Page program. These should be customized for your firm.

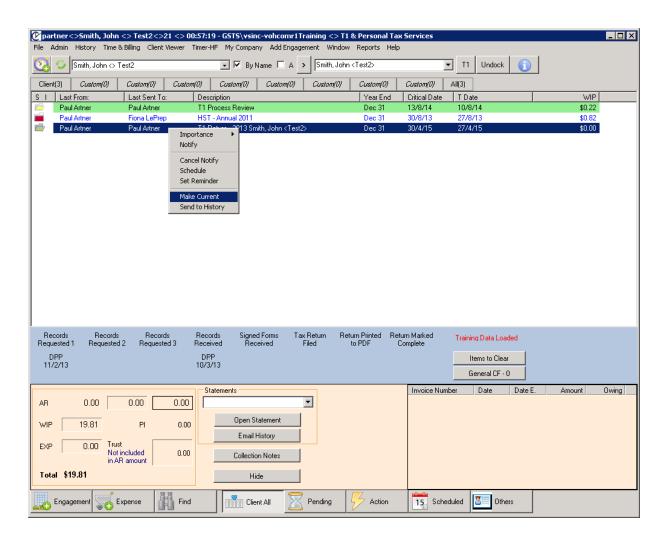
Scenario: At the beginning of February, 2013 you call John to remind him to bring in his personal tax information. John brings in his and Mary's information on March 10, 2013.

The **Progress Bar** is at the bottom of the Engagement window, in blue. When you call *John Smith* in February, double click on the **Records Requested1** step and select the date that you called then choose OK. You can not choose a future date however past dates can be selected. Repeat this step in **Records Received** when the records are received.





Marking a step complete, places your initials and the date, in the Progress Bar, below the step. The Progress Bar can be seen both inside the Engagement and in the Engagement list view when you click on the Engagement.



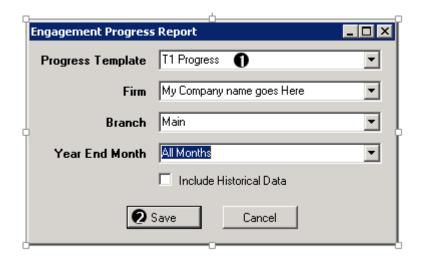
Right click on the **Future T1 Engagement** in the list view; select **Make Current**. This changes the font colour from grey to black it also opens the assign Staff window. When staff are assigned, the Engagement will show up in the list view of each of those staff members.

Scenario: It is the middle of March and the manager would like to know how the firm is progressing with the Personal Tax Engagements



In the Reports menu:

Select Engagement Progress Report.



- In the Engagement Progress Report window, select the Progress Template, Firm, Branch and Year End Month you can also choose to include historical data.
- 2 Click Save.

You will be prompted to save this spreadsheet; it will be in CSV format. Save this where you would normally save your spreadsheets for internal reports. You will now be able to utilize the spreadsheet formulas and sorting tools available in Excel to help analyze this information.

CLIENT SET UP

We've looked at the key element in Page, the Task or Engagement.

In the *Page* Client Set Up section we will look at the people for whom the work is being done, the Clients.

Setting Up Personal Clients

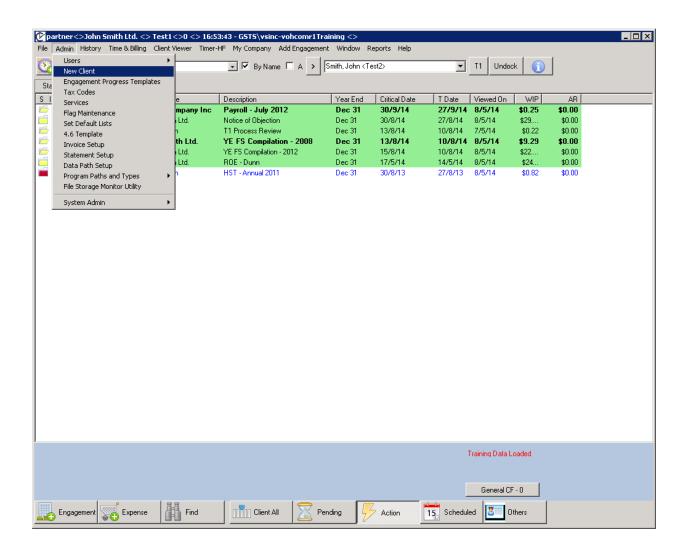
Scenario: Mr. Sonny Day is a new client. He has brought in his tax records, as well as those for his wife, Ms. Joy Knight.

The information for the couple is as follows:

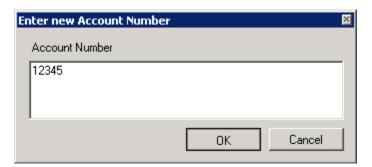
Address: 987 Ray Road, Port Hope, BC V6W 5Y4

Phone: 604 451 0989 Cell: Sonny: 778 265 4389 E-mail: Sonny: SunDay@hotmail.com; Joy: jknight@knight.ca

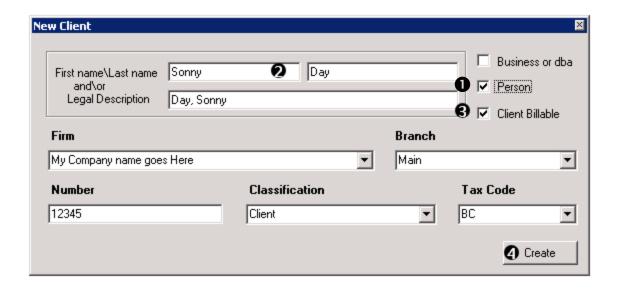
Birthday: Sonny: June 14, 1967; Joy: August 5, 1970 SIN: Sonny: 147 258 369; Joy: 951 623 847



In the Admin menu select the New Client option.



Enter a new account number. The **Enter new Account Number** window allows for up to 12 characters of both numbers and letters. New numbers are selected by choosing the number view in the client list; selecting inactive numbers also; then deciding the next number available.

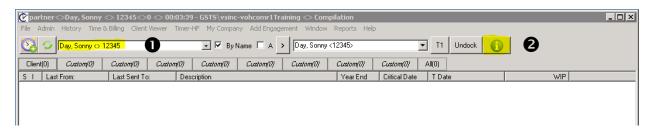


In the **New Client** window:

- Check the Person box.
- 2 Enter Sonny's **First and Last names**. The Legal Description will fill in automatically with the information from the Name.
- Make sure the Client Billable box is checked.
- 4 Click on Create. After you click Create, you might see a confirmation note for each client directory created in your computer system.

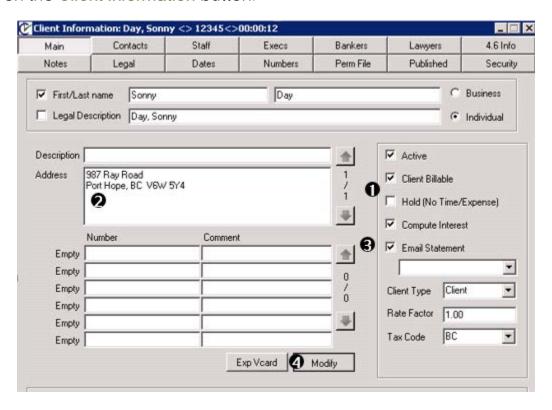
Entering Client Information

Sonny Day has been added to the Client List.



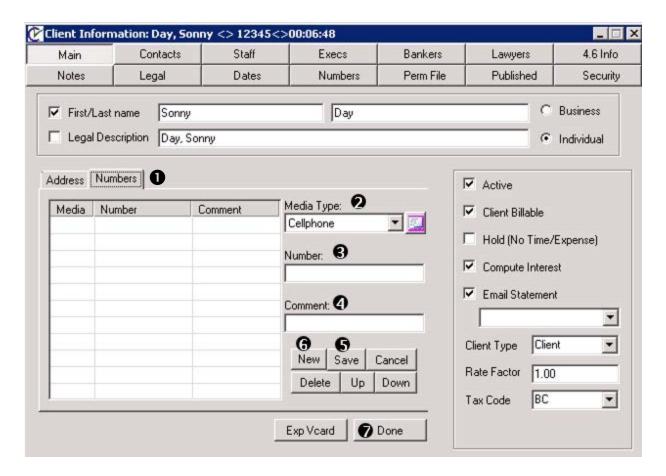
To open the **Client Information** window for Sonny:

- Select Day, Sonny in the Client drop down box.
- Click on the Client Information button.



Under the Main tab:

- Onfirm that the check boxes on the right are checked off for **Active**, **Person**, and **Client Billable**.
- 2 Enter Sonny's Address. It can be typed right into the box.
- 3 Click on the Email Statement check box if you want the statements to be emailed.
- Click on the Modify button to enter the contact Numbers.

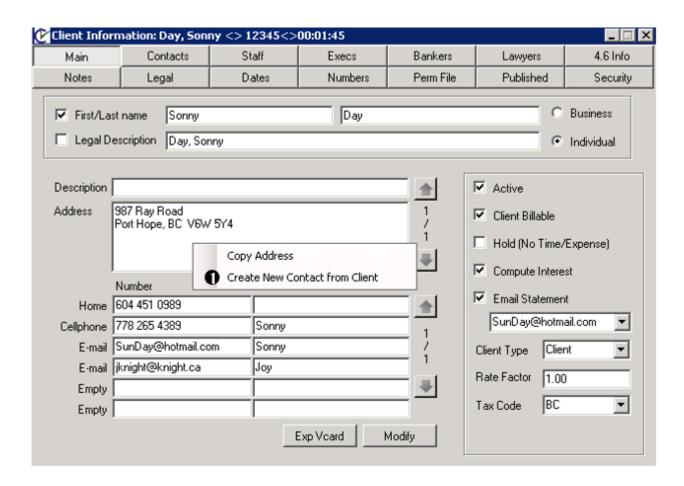


Additional Addresses can be added to the client at the address tab; however only one address can be the default address. When you select **Modify** the address tab is displayed.

To enter Numbers and other contact data:

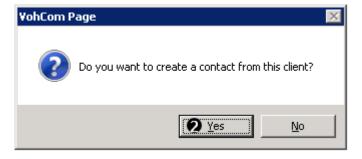
- Olick on the Numbers tab.
- 2 Select a Media Type.
- **3** Enter the **Number**.
- 4 Enter a Comment.
- G Click Save.
- 6 Click New to enter another one and then repeat steps 2 to 5.
- Click **Done** to return to the Main window.

Even though we've already entered *Sonny Day* in the **Main** window, we need to include him and his wife as **Contacts**. The *Page* program relies on Contact information for things like the quick set up of T1 Engagements.

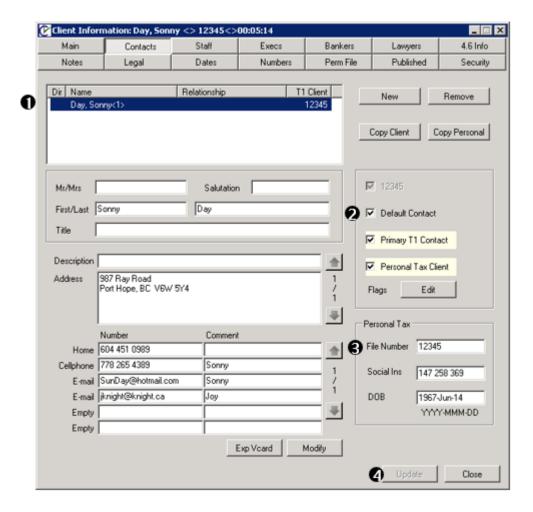


In the **Main** window, right click on the **Address** area. This provides you with the choice to **Copy Address** or **Create New Contact from Client**.

Choose Create New Contact from Client.

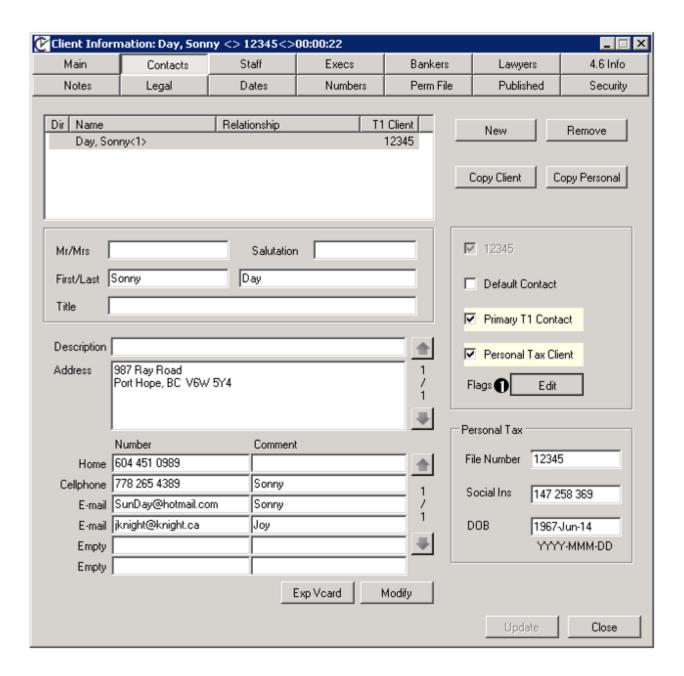


Confirm Yes Create New Contact from Client



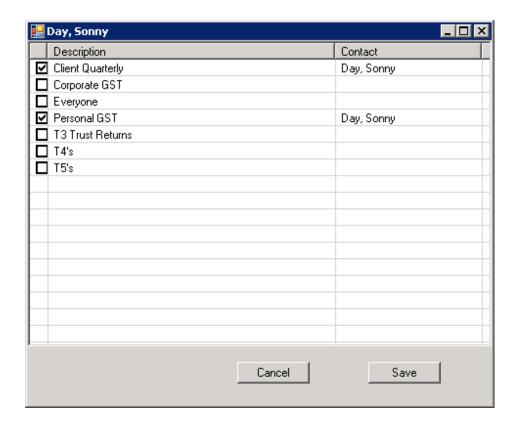
Back in the Client Information Contacts window:

- **O** Sonny's name is entered in the First/Last box.
- 2 Check off the Default Contact, Primary T1 Contact, and Personal Tax Client boxes.
- 3 Enter the Page Client File Number as well as the DOB and Social Ins numbers.
- Olick **Update**. Sonny's name will be added to the Contact list. Clicking on his name in the list, will show his information. Sonny's address and numbers will have been copied quickly through the Client Information **Main** window.



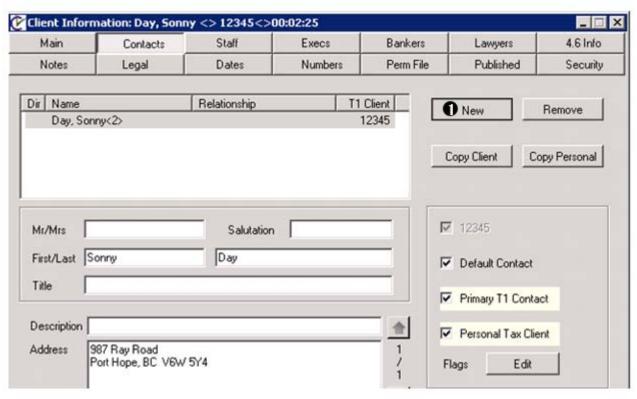
In the Client Information Contacts window, when you click on *Sonny's* name you will see all his information displayed.

Olick on the Flags button to add his name to custom mailing lists. As a Primary T1 Contact and Personal Tax Client, he will automatically be included in the mailing lists for T1 Clients and Primary T1 Clients.

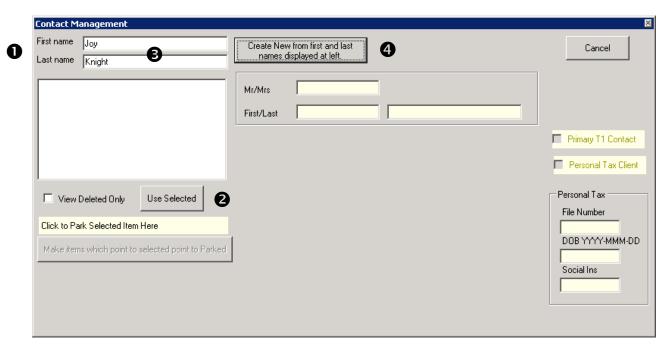


In the **Flags** window, check off the custom mailing lists in which *Sonny* should be included.

After completing Sonny's contact information,

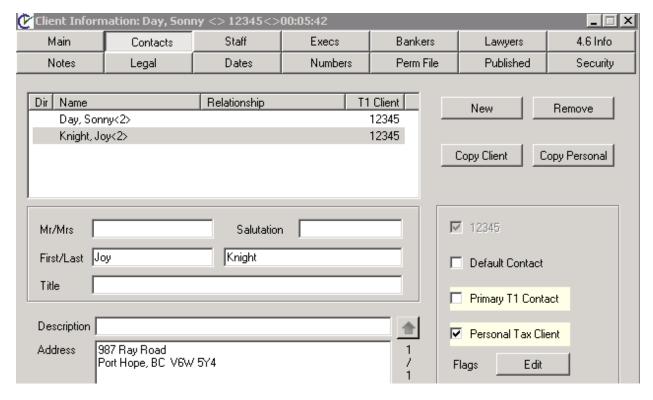


Olick on New to add Sonny's wife as a contact as well



In the Contact Management window:

- Check to see if Joy is listed elsewhere in the Page data base. Type in the first three letters of Joy's last name in the Last name box. If she is in the system, her name will show up in the List box below the Last name box.
- You should always choose the option Use Selected if a contact already exists.
- 3 Since she is not in the data base, type in her First and Last name.
- 4 Click on the Create New from first and last name displayed at left box.



There can only be one Primary T1 Contact and one Default Contact. For Joy just check the Personal tax box then fill in her remaining information and click **Update**.

Setting Up Corporate Clients

Scenario: Mr. Sonny Day has decided to start a company called S.J. Day Inc. which does business as SunJoy's Consulting.

The information for the company is as follows:

Address: Box 456, Port Hope, BC V6W 5Y3

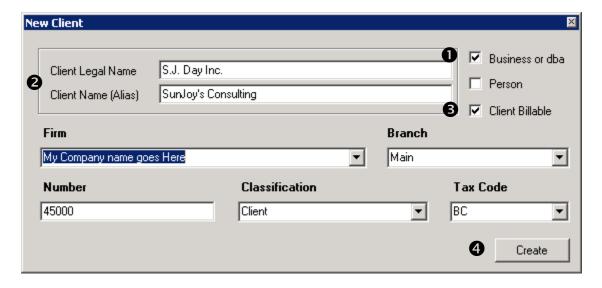
Phone: 604 451 7565 Cell: Sonny: 778 265 4389

E-mail: Sonny: SunDay@hotmail.com Joy: jknight@knight.ca

Incorp. Date: May 1, 2011 Year End: Dec 31

Directors: Sonny Day, Joy Knight

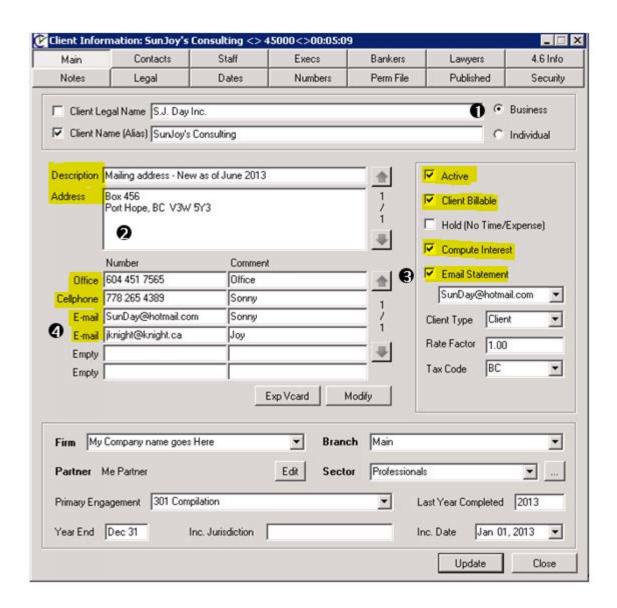
The steps to setting up a Corporate client are similar to those for setting up a Personal client. In the **Admin** menu, open the **New Client** window and enter a new **Account Number**.



In the New Client window:

- Check the **Business or dba** (doing business as) box.
- 2 Enter S.J. Day Inc.'s Client Legal Name and Client Name (Alias).
- Make sure the Client Billable box is checked off.
- 4 Click on Create. After you click Create, you might see a confirmation note for each client directory created in your computer system.

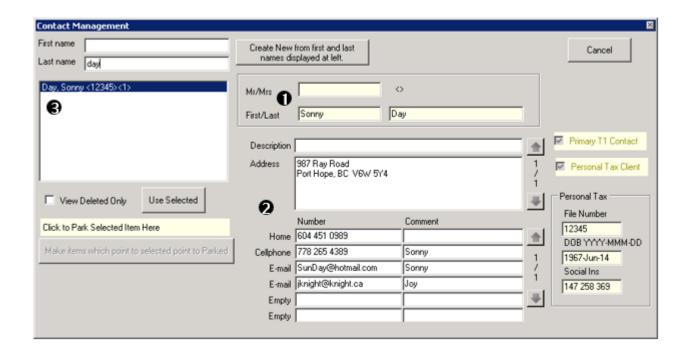
Open the Client Information Window



Under the Main tab:

- Confirm that the check boxes on the right are checked off for Business or dba, Active, and Client Billable.
- 2 Enter S. J. Day Inc.'s Address and Numbers.
- 3 Select Email Statement and choose the appropriate email address.
- 4 Enter the remaining information on this page as soon as possible to ensure your data base is up to date.

In the **Contacts** window, click on the **New** button and open the **Contact Management** window.



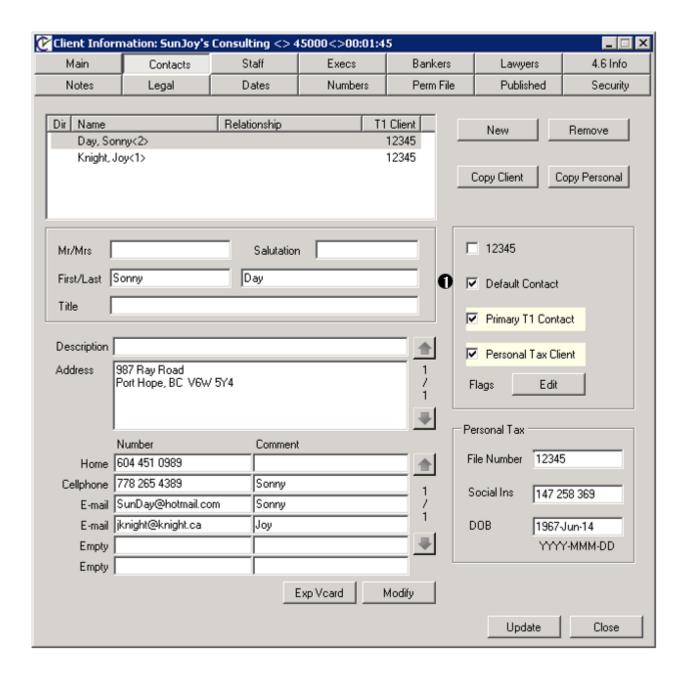
In the **Contact Management** window:

- Check to see if *Sonny Day* is listed elsewhere in the *Page* data base. Type in the first three letters of *Sonny's* last name in the **Last name** box.
- 2 Since he is already in the data base, all the information previously entered will display.
- Select his name in the List box and click on **Use Selected** to add him as a Contact to this client.

Repeat steps 1 to 3 to add Joy Knight as a Contact.

The number of times a person is listed as a contact in the database is shown in brackets after their name. Right clicking on the contact and choosing **View Relationships** will show all their listings.

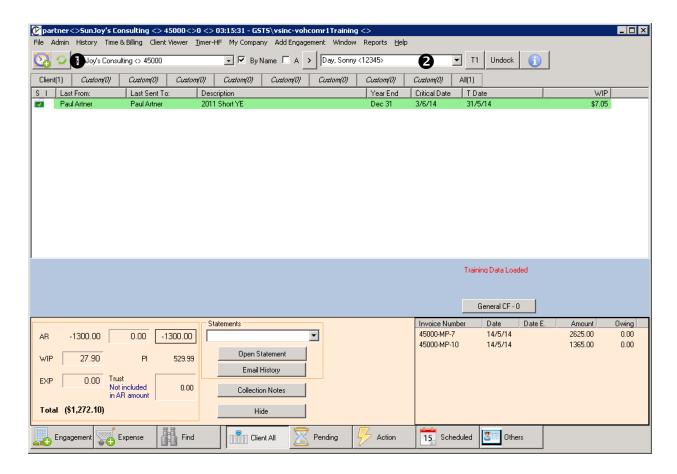
When contacts are linked in this way, any change to their information in one client, will automatically be changed in all the places they are listed.



In the Contacts window:

• Select the contact, Day, Sonny, and set him as a Default Contact.

With the Contacts added for SunJoy Consulting, in your Home window:



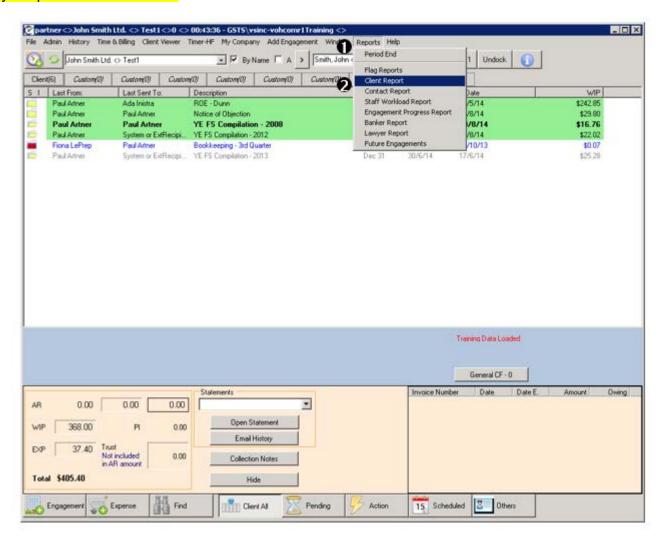
Select SunJoy Consulting in the Client drop down menu.

- Click on the Refresh button.
- 2 The T1 clients connected to this Corporate client will show in the T1 box.

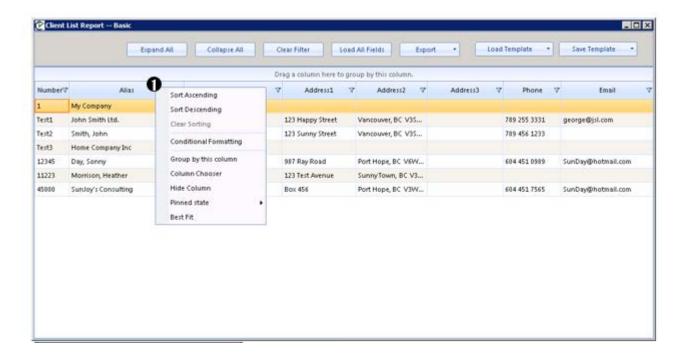
CLIENT REPORTS

Creating A Client Mailing List

Scenario: It is January 10, 2012 and your firm would like to send out tax time reminder letters to all your personal tax clients.



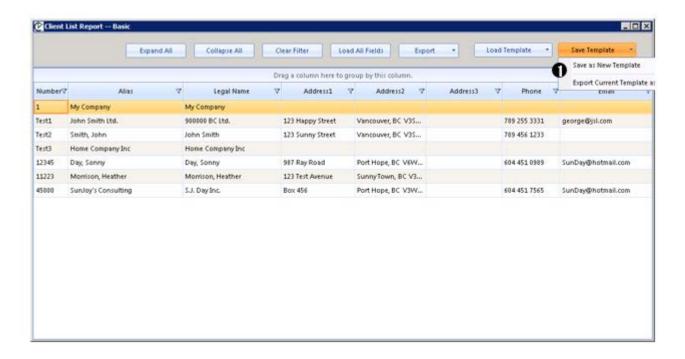
- From the top menu bar click on the Reports button.
- 2 Select Client Reports



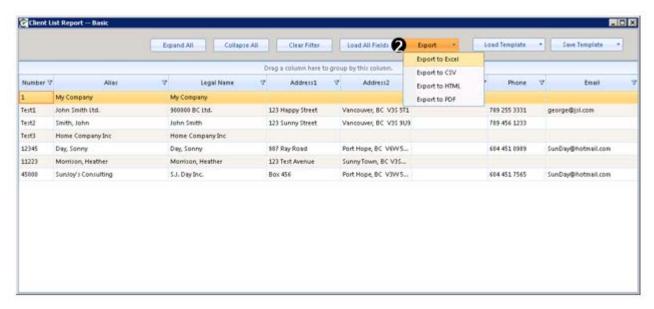
Client List Report - Basic will open automatically. This report can be edited and templates saved so your most commonly used reports are more readily available.

• Right click on the column header bar anywhere to view your customizing options. Column Chooser will allow you to add a number of items that are available in the client information screen to your report.





Once you have either added or deleted columns, filtered and grouped the columns to your liking, you can save this template by clicking on the **Save Template** pull down. When you return to this report screen at a later date, that template will be available in the **Load Template** pull down.



2 Choose the Export pull down to determine how you would like to have this information exported. For a client mass mailing list choose to Export to Excel. Once your Excel spreadsheet opens you can use it as the data base for a mail merge with Word or just select the email addresses from that column and create a mass email.

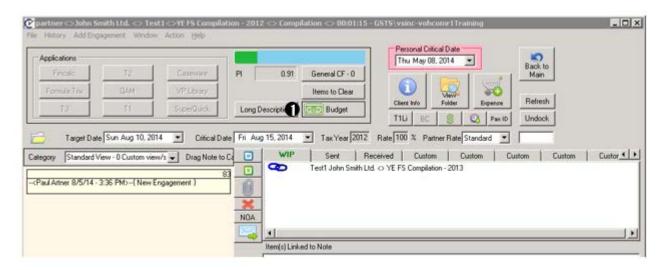
WIP AND EXPENSES

Evaluating WIP (Work in Process)

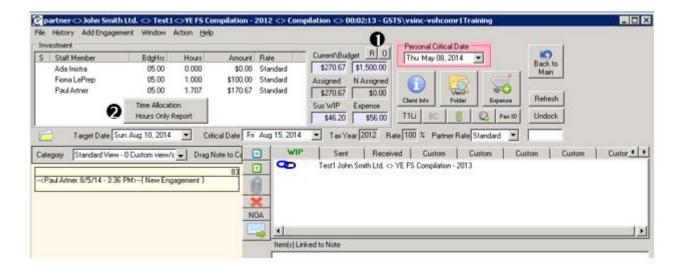
In Page, billing is based on Tasks or Engagements.

As staff work within an Engagement, their time and related charge out rate is attached to that Engagement. This provides for immediate information as to the value of the work being done. WIP in summary form for each engagement is visible in the client all view as well as in the action view.

Scenario: You want to see how much time has been spent on John Smith Ltd.'s YE FS Compilation - 2012 Engagement and the charge out value of the work that has already been done.



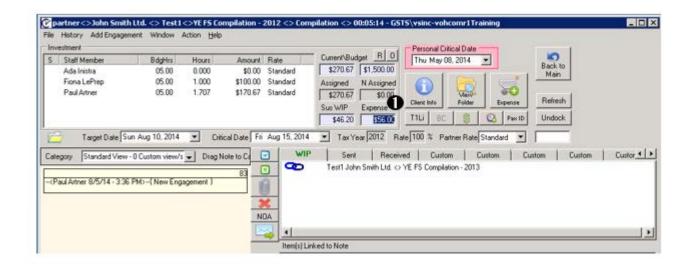
In the Engagement window, click on the **Budget** button to open the **Investment** window. This will display the hours and amounts invested in the Engagement.



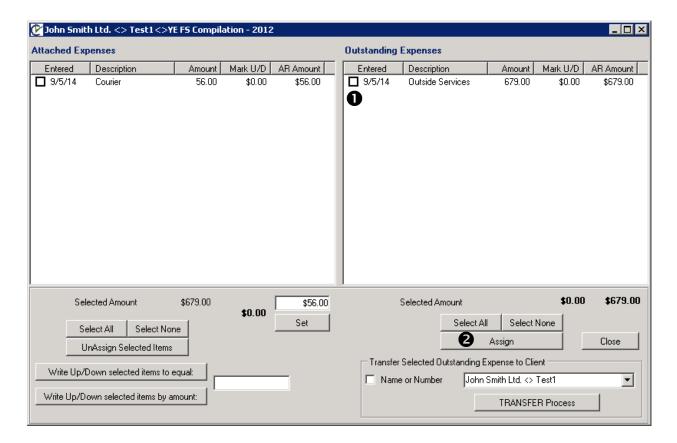
In the Investment window:

- Olick on the O button to keep the Investment window open. It becomes an X when activated. Click on it again to close the window.
- Right click on the list of staff to see the **Time Report** options, this report will print the detail for all staff assigned to this **Engagement**. Double clicking on s specific staff member will show a report for their hours only.

Scenario: You think there may be expenses attached to this work. There may also be more time that should be added.



Double click in the Expenses box and check the expenses Attached to this task as well as the Outstanding Expenses, those attached to this client, but not to a specific task.



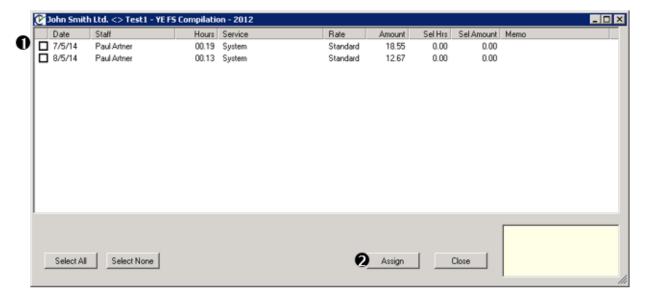
- Check off the Outstanding Expenses that should be added to the work
- 2 Click on the Assign button.



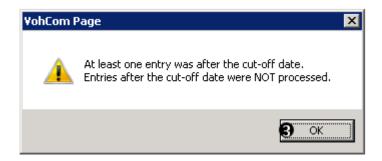
1 Double click on the **Sus WIP** box to check the **Suspended WIP** listing for additional time that should be added to this task.

The **Suspended WIP** listing is time that is attached to this client but not to a specific Engagement. These are the orange time line entries that were only saved to service codes not to engagements.

Scenario: You want to assign the suspended WIP time to the YE FS Compilation - 2012 Engagement.



- Check off the Check box for the May 7 WIP for Paul Artner.
- 2 Click the Assign button. Work done on a date later than the Time Sheet Cutoff date cannot be assigned to an Engagement. If this is the case, this message will open.

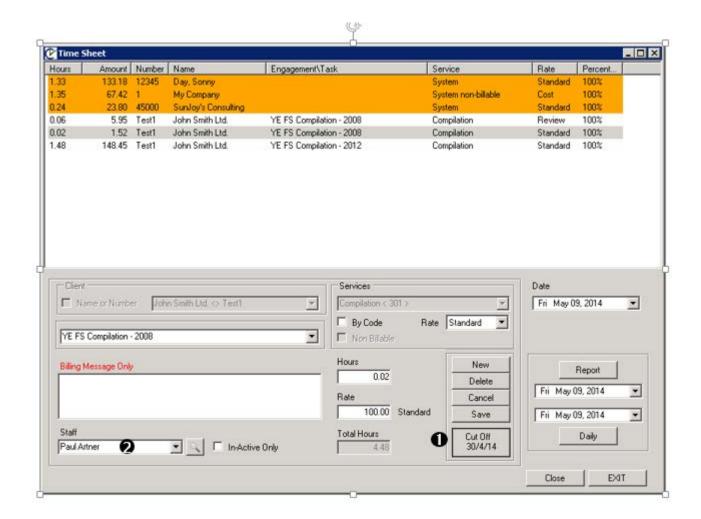


Click **OK** and try again after the Cutoff date has been changed or after the staff member has adjusted their Time Sheet.

Changing The Time Sheet Cutoff Date

The **Time Sheet** tracks each staff member's **Hours** and the charge out **Amount** for an Engagement. Changes made in the Time Sheet will impact the WIP attached to Engagements.

Scenario: You want to know what WIP is available for billing. You do not want to make your evaluation of the time and amount assigned to an Engagement and then find, after billing, that the time assigned to the work has changed.

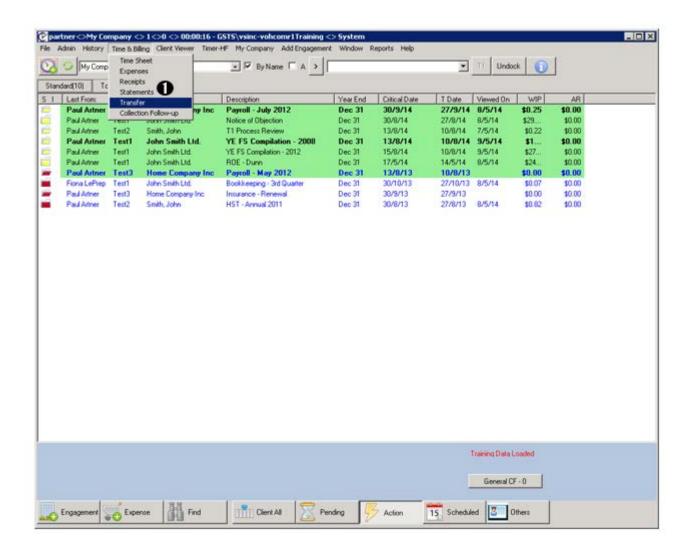


In the Time Sheet:

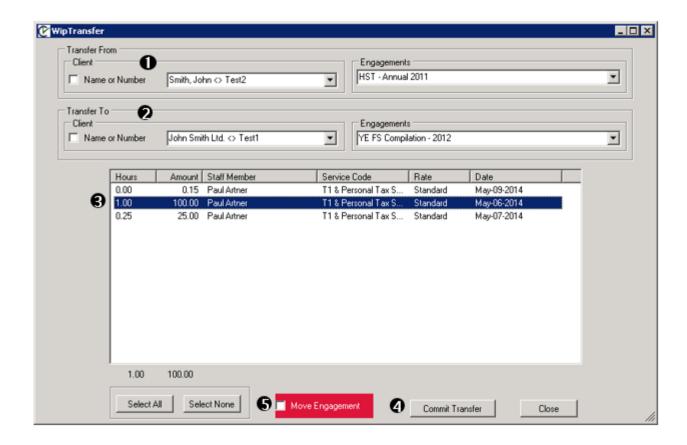
- Olick on the Cut Off button to enter a new date for your Earliest Entry. If someone's Time Sheet has unassigned, or orange highlighted entries, the date cannot be changed. Only staff with permissions can change the date backwards. When the date is set back, any staff member can make changes to their prior Time Sheets.
- The **Staff** drop down menu allows the staff member with permissions, to check other staff members' Time Sheets for unassigned entries and adjust them if necessary.

Transferring WIP

Scenario: You accumulated some time in the *HST - Annual 2013* Engagement for John Smith that should be billed in the John Smith Ltd.'s, *YE FS Compilation – 2013* Engagement.



1 In the Home window, select Transfer from the Time & Billing menu.



In the WIP Transfer window:

- Select Smith, John as the Transfer From, Client and GST/HST Annual 2013 as the Engagement.
- 2 Select John Smith Ltd. as the **Transfer To**, **Client** and YE FS Compilation 2013, as the **Engagement**.
- 3 Click on Paul Artner's time as the WIP to be Transferred.
- 4 Click on Commit Transfer.

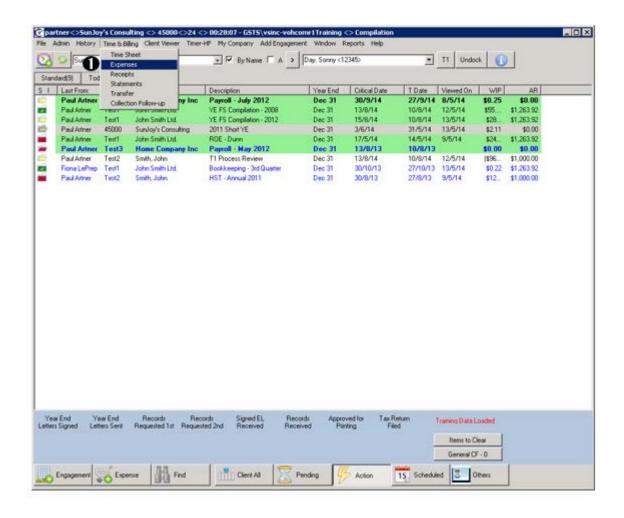
As with transferring Suspended WIP, only WIP from before the Time Sheet Cut Off date can be transferred from one Engagement to another.

You may want to transfer not just WIP, but move the entire Engagement from one client to another. Complete steps 1 and 2. Step 2 will allow you to select a Client, but not an Engagement and then tick off the **Move Engagement** box before clicking on Commit Transfer.

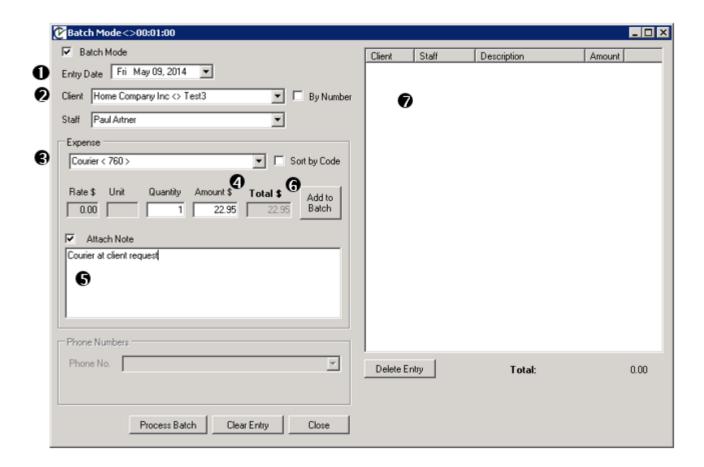
Adding Expenses Or Disbursements

Whether your firm chooses to invoice for Disbursements, or not, adding them to Engagements can provide a true picture of the cost of the work.

Scenario: You have a courier bill with shipping charges for three different clients.



• In the Home window, select **Expenses** from the **Time & Billing** menu.

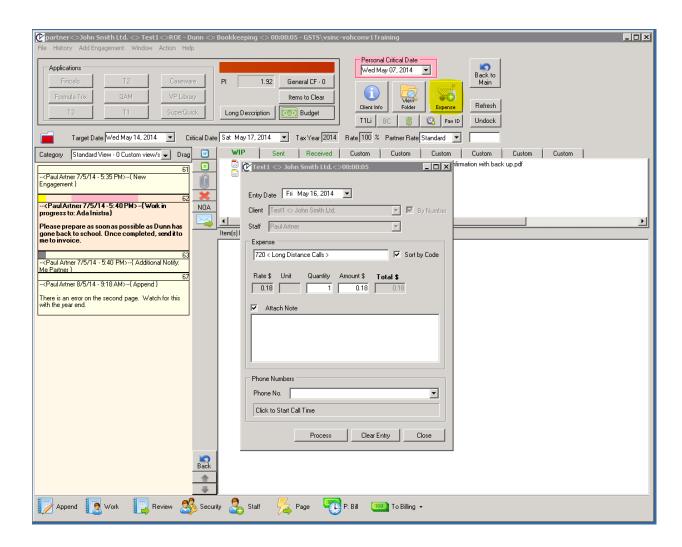


In the **Batch Mode** window:

- Select the Entry Date.
- Select the Client, Test3<>Home Company Inc.. Uncheck the By Number box to see the drop down menu if needed.
- Select the **Expense** code, *Courier* < 760 >. Uncheck the **By Code** box to see the drop down menu if needed.
- Enter the Amount of the courier charge.
- **5** Add a **Note** with detail about the charge.
- 6 Click on the Add to Batch button.
- **7** Each charge added will be shown in the space on the right.

When all your entries are added, click on **Process Batch**. These expenses will be added to the clients, but will not be attached to Engagements. They will be Suspended expenses

Expenses can be posted directly to individual clients as well.



In the Home window, the **Expense** button is in the lower bar but inside the **Engagement** window, the same **Expense** button is in the upper right section. Using this button attaches the Expense to this specific **Engagement**.

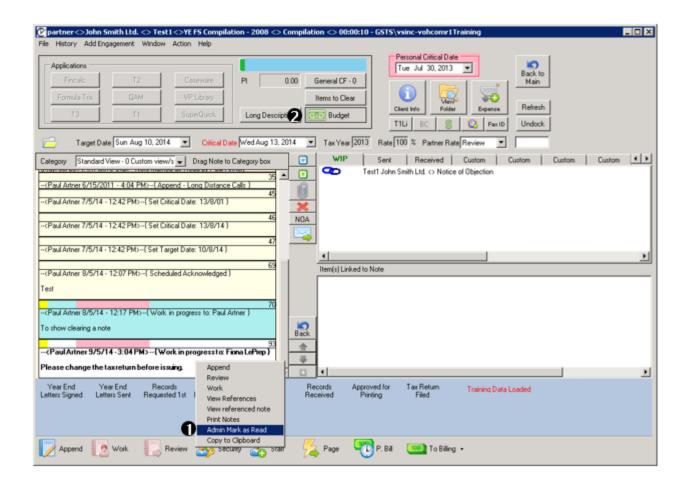
In addition to giving you a quick way to post Expenses to individual clients, the Expenses window also gives you a tool for tracking phone calls.

INVOICES AND STATEMENTS

Completing An Engagement And Creating An Invoice

In Page, only time and expenses attached to Engagements can be invoiced. Multiple Engagements can be added to a single invoice.

Scenario: The work for John Smith Ltd.'s YE FS Compilation 2012 appears ready for invoicing.



Inside the Engagement window:

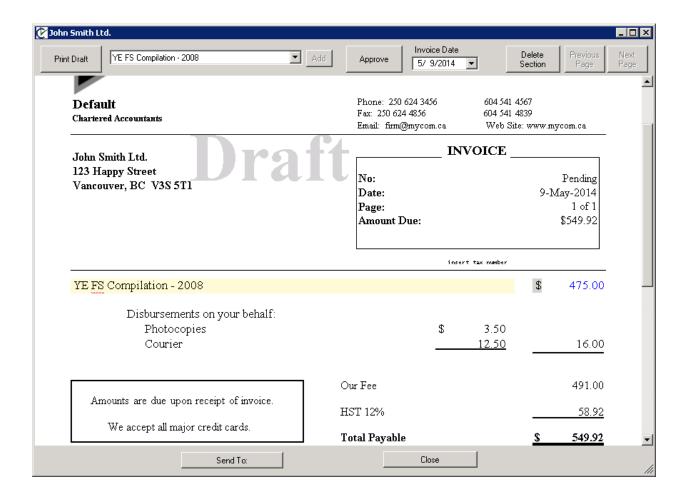
- Check that all the notes have been read and the work done. If any staff members have forgotten to mark notes as read, Admin staff can right click on the note and select Admin Mark as Read.
- Click on the **Budget** button to check the **Sus Wip** and **Expense** boxes for unassigned charges that should be included.

Remember to transfer in/out WIP from/to another Engagement if desired.

Scenario: The 2008 YE Engagement is ready for final billing. The actual WIP is \$449.29. You want the invoice to be for \$300.00 plus disbursements, and you want to let John Smith know that you are writing off \$149.29.

Click on **To Billing** in the bottom bar to open the **New Invoice** window.

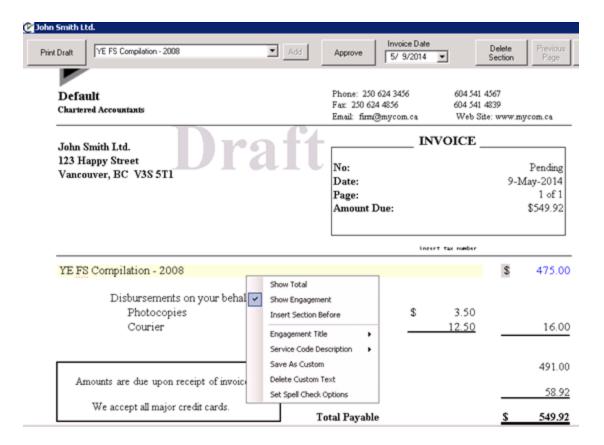
The **New Invoice** window is a preview of the Invoice to be created. Changes made in this preview are saved automatically.



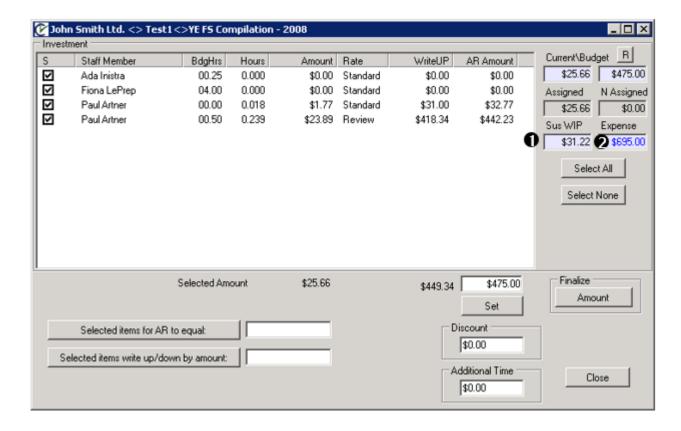
The Invoice preview total, before adjustments, shows the:

• The budget amount assigned to the YE FS Compilation 2008 Engagement, \$475.00 and the Disbursements attached to the Engagement, \$16.00.

To make adjustments to the wording, select the existing wording and type something new. Or right click will give you options to have preset wording.

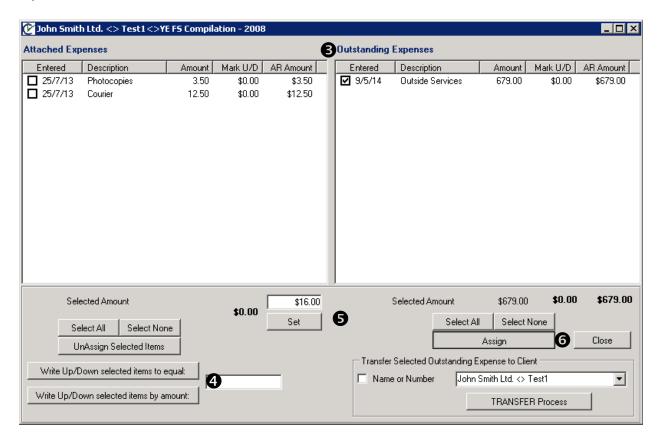


If you do not wish to invoice the budget quote amount, double click on the coloured space, the Investment window link, to open the **Investment** window.

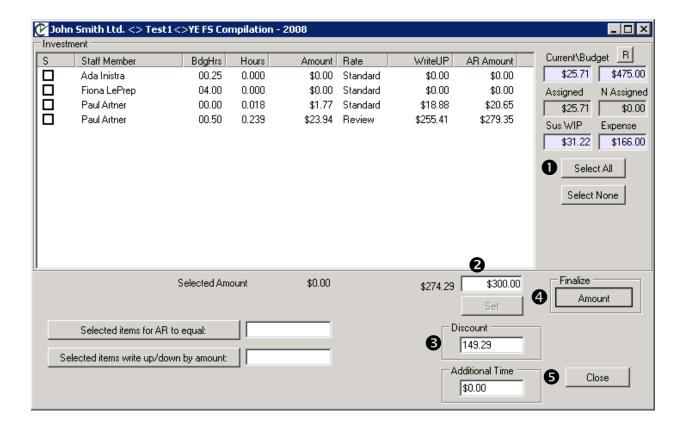


In the **Investment** window:

- Double click the **Sus WIP** box to check again for unassigned WIP which you could bill with this invoice. Select and add any WIP you wish to include or simply close.
- 2 If you wish to review the expense amounts, double click the **Expense** box to see the expenses.

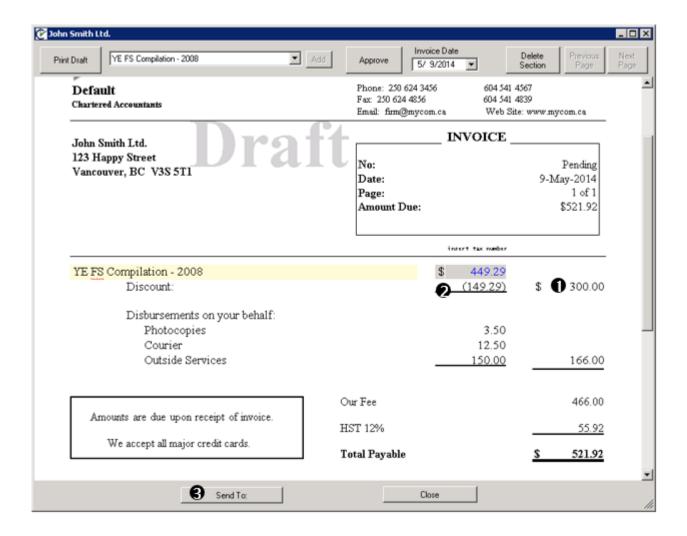


- Select all the **Outstanding Expenses** and then click the **Assign** button to attach them to this **Engagement**.
- 4 You can adjust the amount of these expenses by selecting them and then utilizing either of the Write Up/Down options displayed.
- When you are happy with the amounts, click Set
- 6 Click Close.



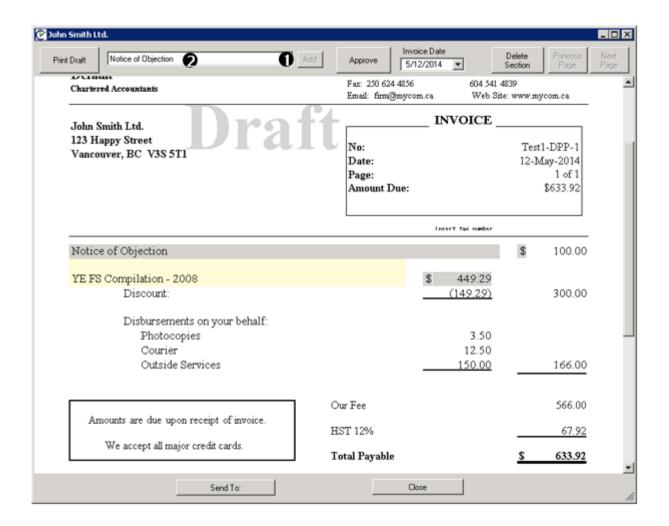
Back in the **Investment** window:

- Select all the time entries.
- 2 Enter \$300.00in the box above the Set button and click Set.
- **3** Enter \$149.29 in the **Voluntary Discount** box.
- **4** Click on the **Amount** button to Finalize the amounts.
- 6 Click Close.



- The **Set** amount of \$300 shows in the totals column. It is the Set amount that determines the total WIP billed for the Engagement.
- The amount listed for the YE FS Compilation- 2008, \$449.29, has been adjusted automatically to include the **Discount** so the total calculations will display correctly.
- 3 Click on the **Send To** button to send the invoice to a reviewer

Scenario: Paul Artner wants to include the *Notice of Objection* Engagement on this invoice and bill it for \$100.



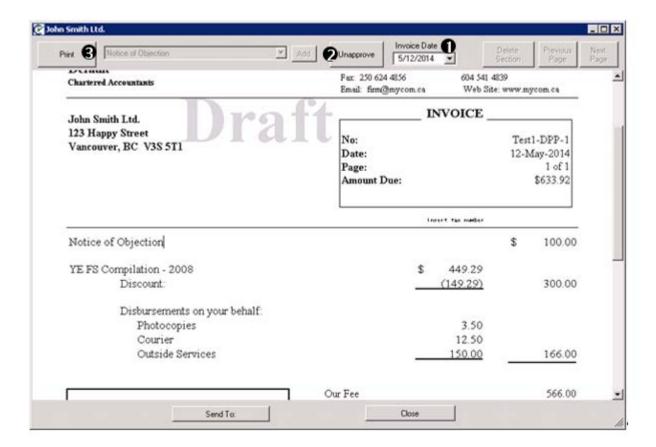
In the Invoice Preview:

- O Click Add.
- 2 Select the Notice of Objection Engagement in the drop down menu.

The Engagement will be listed above the original Engagement. Each added Engagement has its own **WIP** and its own **Set** amount. It can be treated just like the initial Engagement with the grey bar being its link to the Investment window.

When more than one Engagement is added to an invoice, the invoice total will be the total of the two **Set** amounts for the two Engagements.

Scenario: Paul Artner says the invoice is ready to go. He would like to have it printed and ready to present to John Smith when he meets with him. He would also like to have the Engagement available for tracking the time taken for the meeting.



In the Invoice preview:

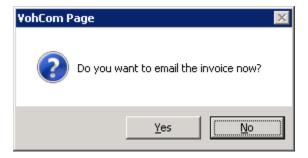
- Select an Invoice Date. NOTE this date must be after the engagement creation date.
- Click **Approve**. This changes the button to **Unapproved**, and changes the **Print Draft** button to **Print**.
- 3 Click Print.

Make sure the Invoice has printed correctly, if it has not; choose **Cancel** and then **Unapprove**. Make changes as required and print again. If the invoice is correct now, Click the middle option in the **Post Invoice** window. This method leaves the **Engagement** more readily available for Paul's meeting with the *John Smith* about the *2008 YE*.

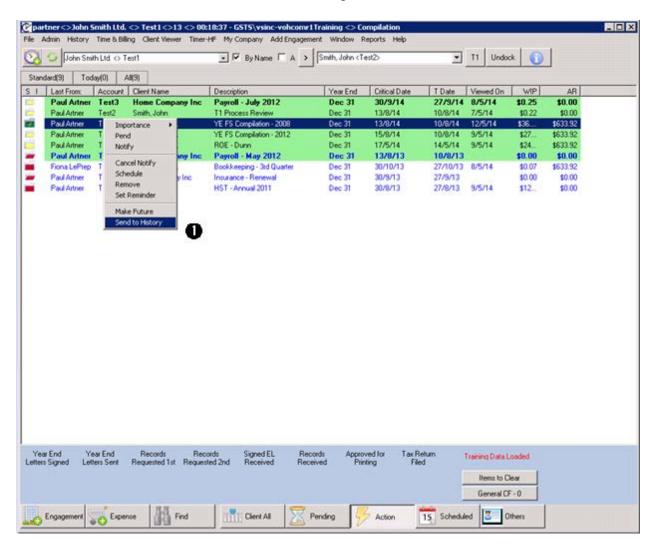


An **Engagement** that is invoiced but not sent to history has a green folder with a yellow checkmark in it. Any time recorded in an invoiced **Engagement** will automatically adjust the profit. On your time sheet this **Engagement** will display with a green highlight through it.

Once you have made your selection in the **Post Invoice** window, you will be given the opportunity to email the invoice.

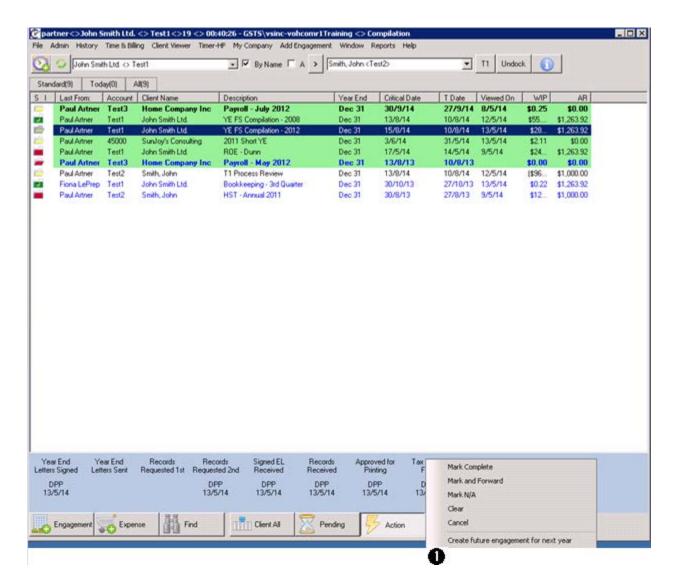


After all work has been fully completed and the meeting has been held; you are ready to send this Engagement to history, create a **Future Engagement** if appropriate and then right click on the folder and select **Send to History**.



To send the **Engagement** to **History**

• Right click on the **Engagement** in your **Action** or **Client All** view and select **Send to History**.



To create a Future Engagement from the Progress Template:

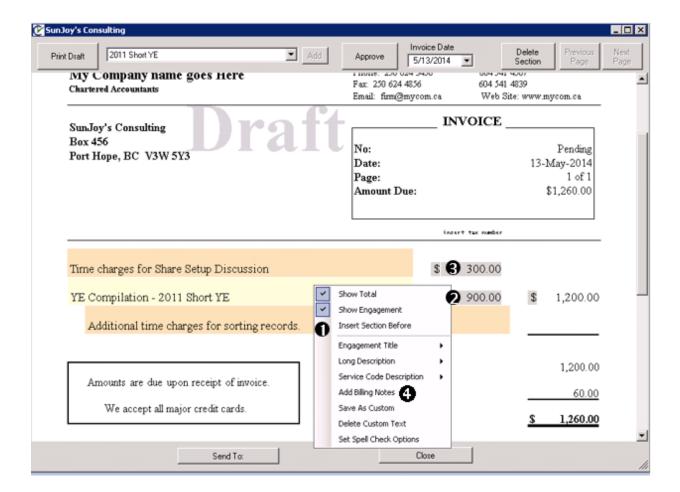
• Right click on Tax Return Filed and select Create Future Engagement for Next Year Complete the future engagement set up.

Engagements in history can still be viewed, but they are no longer in **Client All** or **Action** lists. Time will not be recorded in these types of **Engagements** either. Opening **Historical Engagements** will record time as Suspended WIP to the client.

Scenario: The YE Compilation - 2011 *Short YE* Engagement for SunJoy's Consulting is ready to be invoiced. The total invoice is to be for \$1,200.

Prepare a draft invoice for \$1,200.

Scenario: Although all the time was accumulated in this Engagement, Paul would like his meeting with Sonny regarding his Share setup, to be shown on a separate line and to be assigned \$300.00.

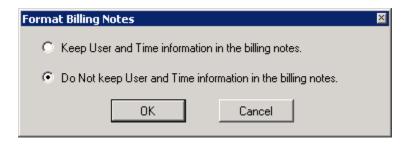


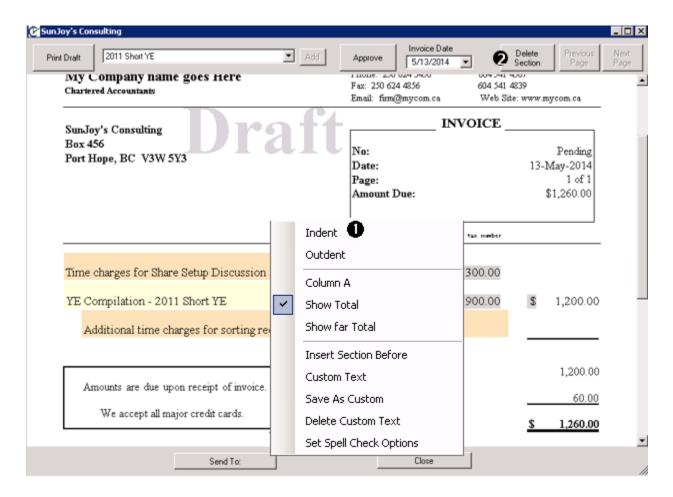
In the Invoice preview:

- Right click on the link and select **Insert Section Before**. Enter the description: *Time Charges for Share Setup Discussion*.
- Right click on the link again and select **Show Total**. Enter \$900.00 in the Subtotal Box that displays (see page 25).
- Right click on the Inserted Section and select **Show Total**. Enter \$300.00 in the Subtotal Box that displays (see page 25).

Scenario: As a final addition, Paul would like the billing note about the extra time for sorting receipts, to be added as part of the YE.

Right click on the main link section and select Add Billing Notes then choose the billing note format that you prefer from the Format Billing Notes prompt.





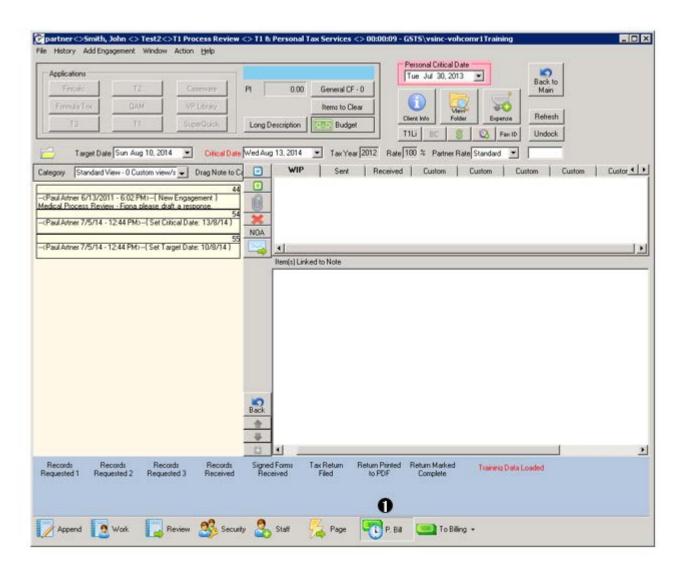
- Right click on the Billing Note section and select Indent.
- 2 If you need to Delete a section use the **Delete Section** button in the top bar.

With the information entered, make sure all the subtotals add up to the Engagement's Set amount on the right hand side. The system does not automatically calculate this section.

Spacing can be added to the sections with your keyboard *Enter* key. Finish processing the invoice.

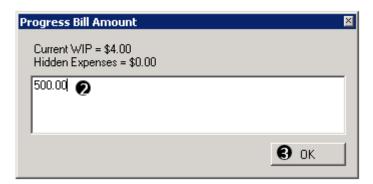
Creating A Progress Invoice

Scenario: Paul Artner has asked that John Smith be sent an invoice of \$500 for his Process Review even though there is more work to be done on the Engagement, with possible further billing.

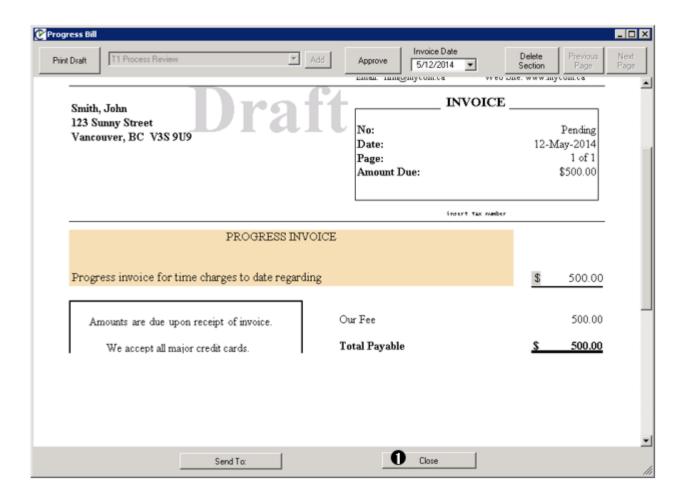


In the **Engagement** window for John Smith's Process Review:

Olick on the P.Bill button. Note: the folder has NOT been marked Complete.



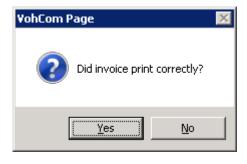
- 2 In the Progress Bill Amount window, enter the amount of the Progress Invoice: \$500.
- 3 Click OK.

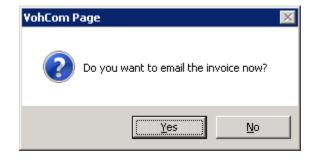


The Progress Invoice preview will open up. If expenses were attached to the **Engagement**, they will be included in the Progress Invoice. If you do not want these expenses included they must be unassigned prior to invoicing.

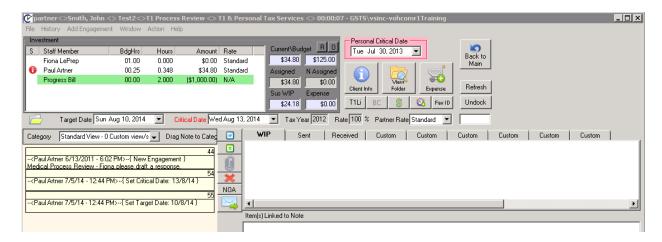
To make adjustments to the wording, select the existing wording and type something new. The invoice amounts cannot be adjusted here, if you have the wrong amount you must start again.

- Click Close to cancel the Progress Invoice.
- 2 Click Approve then Print.
- Click **Yes** if the Invoice printed correctly, or click **Unapprove**, edit the wording and repeat the printing process.

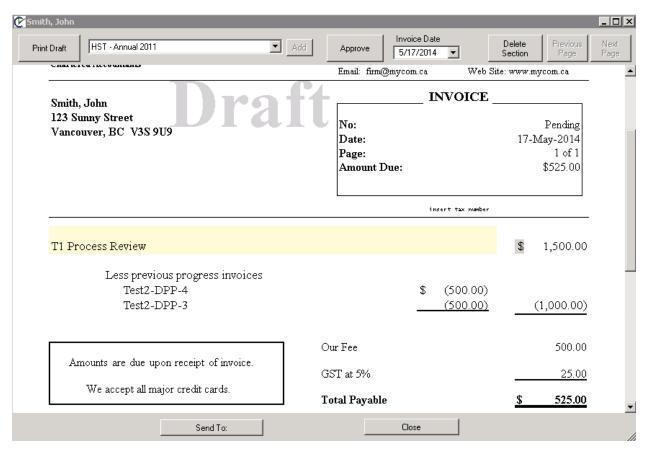




If you wish to email the invoice now, click yes. When the **Progress Invoice** is posted, it will show, inside the **Engagement**, in the Investment window, highlighted in green.



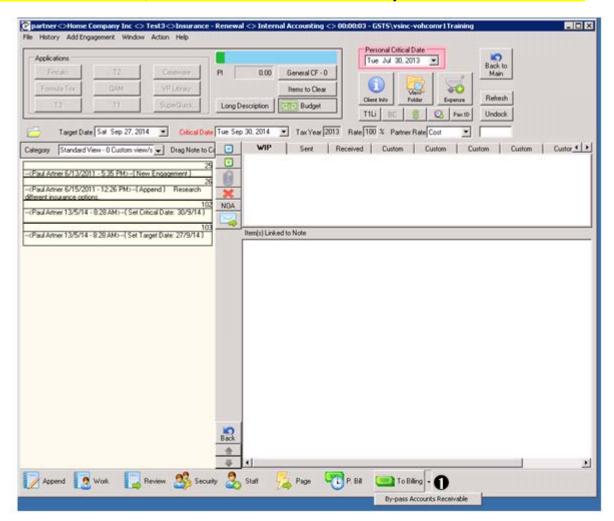
Progress invoices will show as deductions on future invoices, whether those future invoices are also progress invoices, or are final invoices.

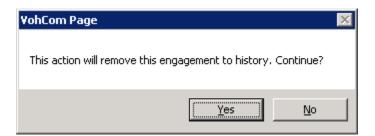


Engagements with Progress Invoices attached, should never be Final Invoiced for less than the Progress Invoice. The net result of a Final Invoice equal to the Progress Invoice amount is a Total Payable amount of 0.

Finalizing Non-Billable Clients' Engagements

Scenario: The work on the *Insurance Renewal* for Home Company Inc. is finished. You want to remove it from the list views, but this is a Non-Billable client so you don't want to invoice it.

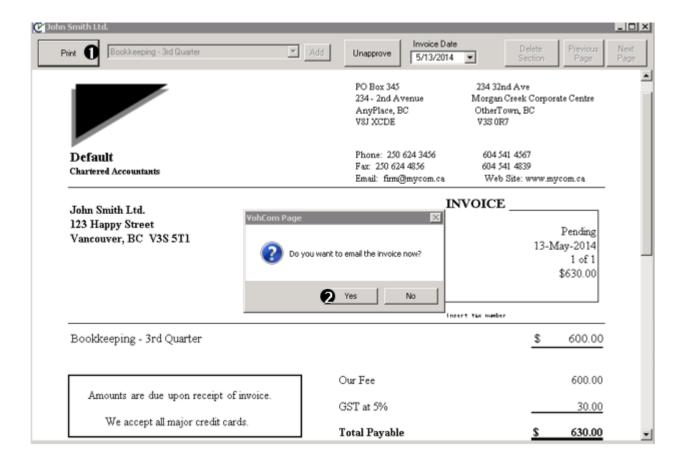




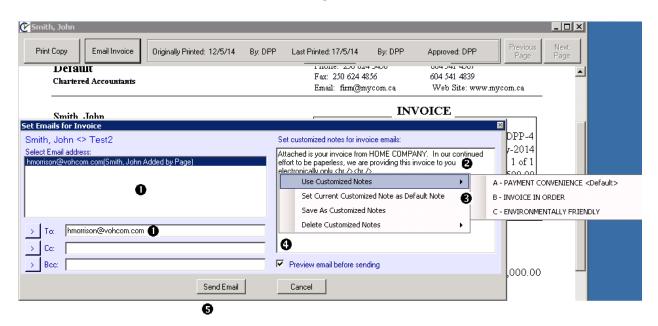
In The Engagement window:

- Olick on the drop down menu by the To Billing button and select **By-pass Accounts**Receivable. This will send the engagement to history without creating an invoice.
- 2 Click on Yes if you are sure you want to send this engagement to history without creating an invoice.

Emailing Approved Invoice



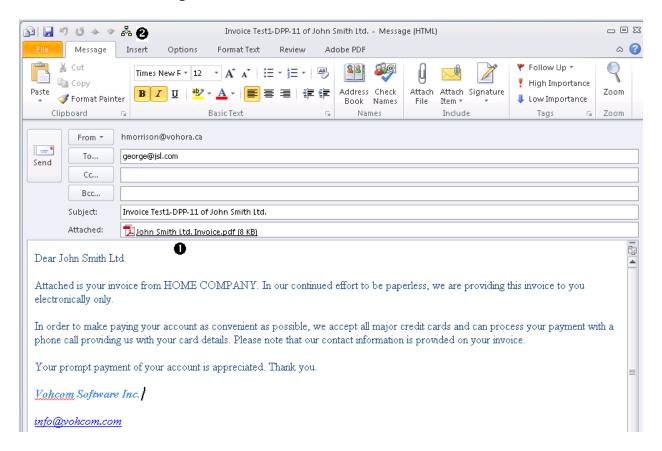
- The first time you print an invoice, after confirming the invoice is printed correctly, Page will ask if you want to email the invoice.
- 2 Click Yes to create an Email for sending the invoice.



In the Set Emails for Invoice window:

- To add an address from the **Select Email address** box, double click on the address in the box. To add an Email address not listed, type it in. Email address changes will be saved for future statement Emailing.
- Text entered in Set customized notes for all this invoice email: box will be included in the Email for this invoice, in place of the PageStatementNote placeholder in the Email template.

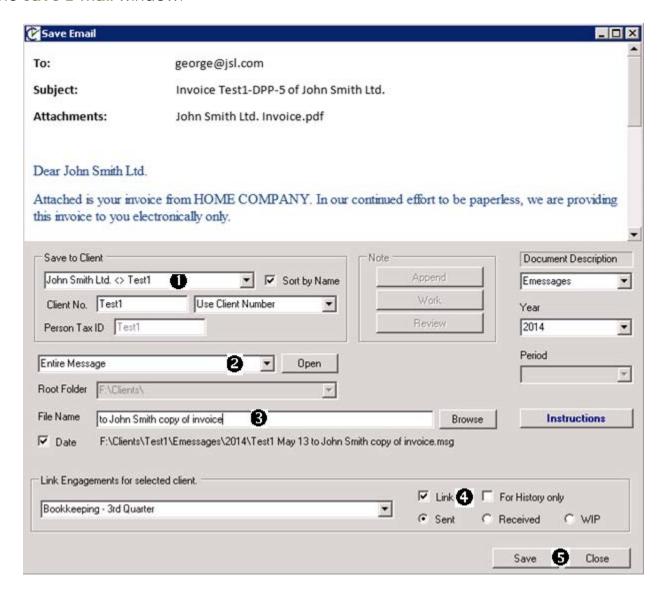
 adds a new line after the text entered.
- To use a **Note Template**, right click in the customized notes box. The customized notes menu allows you to use, save or delete customized notes.
- **1** Check off **Preview the email before send out** to see the draft email in the Outlook.
- When the default addressees are adjusted and a note added, click the **Send Email** button to start sending the invoice.



In the email draft, you can continue to make changes to the email.

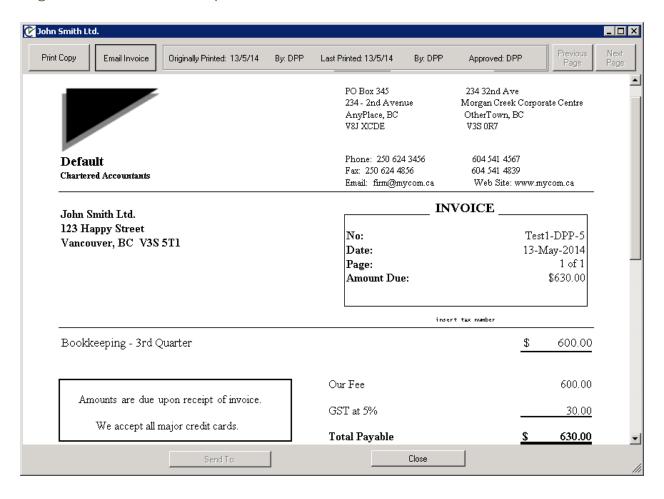
- The printed invoice is included as an attachment file.
- Click on the Save E-mail icon to open the Save E-mail macro. Depending on your company setup, you may need to press the Enable Macro button. The Macro only needs to be enabled once after each time you open a new Outlook session, generally at the beginning of the day.

In the **Save E-mail** window:



- Check to see that John Smith Ltd. is the Save to Client.
- 2 Select the **Entire Message** only the attached invoice is automatically saved for you in the Engagement.
- **3** Enter a File Name following standard file naming conventions.
- Oheck to see that the Link Engagements for selected client is filled in. The Link box should be checked off, the Sent bullet selected and the engagement selected. Without an E-mail String, this information can be entered manually as you would do for an incoming email. The drop down menu will list the available Engagements.
- Click Save then Close. This will save and send the email as well as link it to the Engagement.

Emailing Printed Invoice Copies

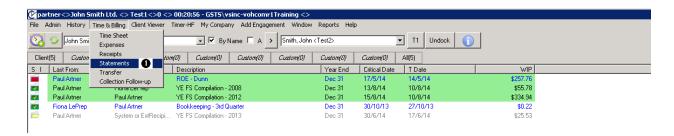


You can email an invoice at anytime from within the invoice by clicking on the **Email Invoice** button.

EMAILING STATEMENTS

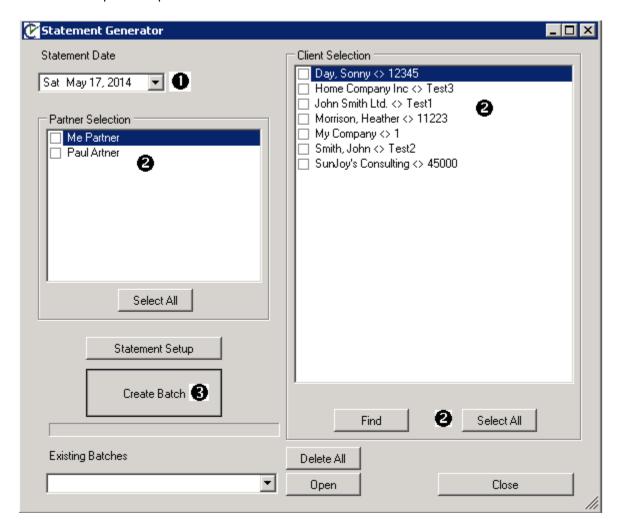
Producing Statements

Scenario: Paul Artner has asked that Statements of amounts owing be sent to his clients.



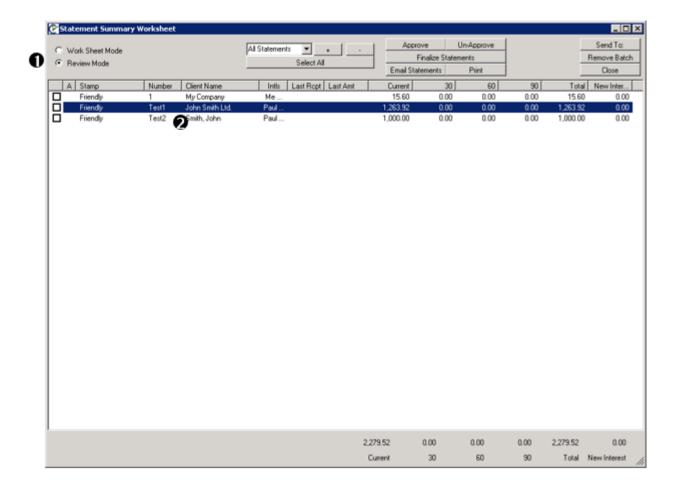
1 In the Home window, select Statements from the Time & Billing menu.

The **Statements** option opens the **Statement Generator**.



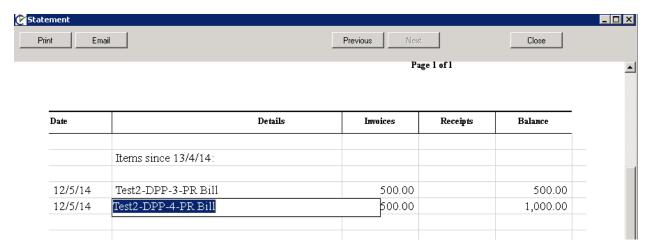
In the Statement Generator:

- Set the Statement Date.
- 2 Select the Client Statements to print by:
 - checking off the individual clients in the Client Selection Window, OR
 - pushing a **Select All** button, OR
 - checking off the partner whose Client Statements are to be printed in the Partner Selection window.
- 3 Click on Create Batch. The Statement Summary Worksheet will open up.



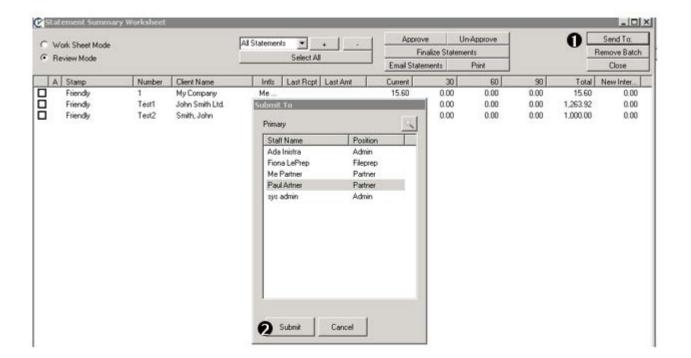
In the Statement Summary Worksheet:

- Olick on the Work Sheet Mode button OR the Review Mode button. When the Work Sheet Mode is selected, double clicking on a Client Name will open the Receipts window for processing adjustments before printing.
- 2 Double click on John Smith Ltd.'s entry to open a preview of the Statement.



To change descriptions for Credit notes or Progress invoices, click the description and replace it with a new one. Invoice and Interest descriptions cannot be changed.

Scenario: Paul would like to see and approve his clients' Statements before they are sent.



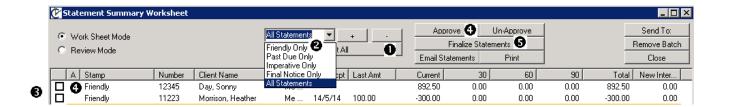
In the Statement Summary Worksheet:

- Olick on the **Send To** button to open the **Submit To** window.
- 2 Click on Paul Artner and then on the Submit button

Statement batches display as an orange highlighted Engagement in the Action List of whoever the batch is sent to.

Emailing / Printing - Within The Statement Summary Worksheet

A batch of statements must be approved and finalized before it can be Emailed or mailed. As noted above this can be done in stages such as an admin staff member preparing the batch for the partner's approval.

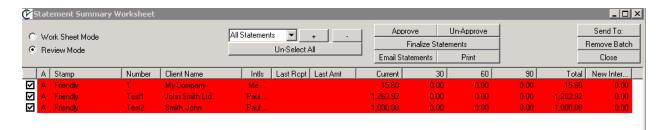


To Approve and Finalize statements:

- Select the statements you want to produce by clicking on the Select All button, OR
- Choose only statements that contain invoices over or under a certain age (as in under 30 days Friendly, 30 to 60 days Past Due, etc.) by selecting a category from the All Statements drop down box and clicking on the + or boxes, OR
- **3** Select individual client's statements by checking off the box for that client.
- 4 Click on the Approve button. The letter A will display in the A column.
- Click on the Finalize button. The printer selection window will open up giving you the option of selecting a printer. Print the statements to a pdf and check to make sure they are displayed as you want.

If they are correct, click **Yes**. Finalized statements are the ones that are available in the statement drop down menu in the Client All view.

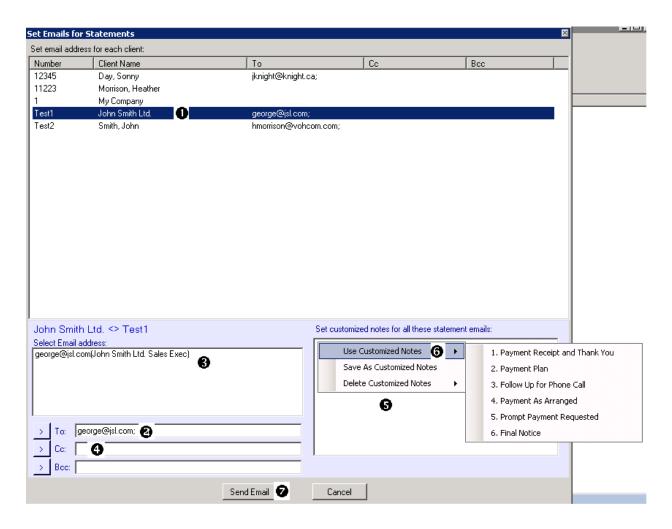
Finalized statements are highlighted in red in the Statement Summary Worksheet. Only these statements can be Emailed or printed as a batch.



In the Statement Summary Worksheet:

- Select or unselect the statements you want to Email, using one of the three selection processes described on the previous page.
- Click Email Statements.

Statements that are finalized, selected and whose client has the Email Statements option checked off in their Client Information window, will be Emailed.



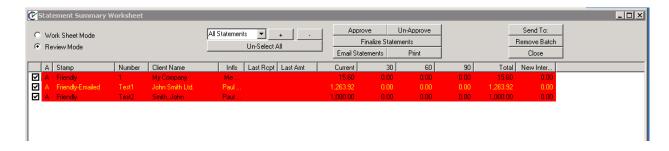
In the Set Emails for Statements window adjust the default Email address if necessary:

- Select a Client Name, for whom to adjust the address.
- 2 To delete an address already in the **To** field, select it and press your keyboard Delete key.
- To add an address from the **Select Email address** box, click on the **To** field, or the **Cc** field (to send a copy) and double click on the address in the box.
- To add an Email address not listed, type it in. Email address changes will be saved for future statement Emailing but you will be prompted to save and set this address. If it is a one time address do not select anything, if you wish to save it; select the first box. If you want it as the default address; choose the second box.



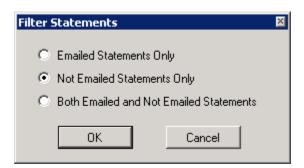
- Text entered in **Set customized notes for all these statement emails** box will be included in the Email for each statement, in place of the *PageStatementNote* placeholder in the Email template.
- To select a **Note Template**, right click in the customized notes box. The customized notes menu allows you to use, save or delete customized notes. You can just use the default note that was set by the administrator.
- When the default addresses are adjusted and a note added, click the **Send Email** button to start sending the statements.

Once the statements have been Emailed, their font, in the Statement Summary Worksheet, changes to the colour yellow and the label in the Stamp column includes the word 'Emailed.'



To print the statements which have already been approved and finalized:

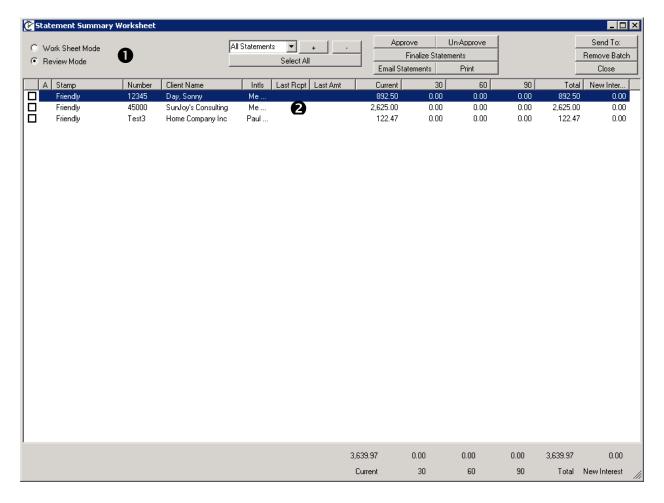
- Select the statements for printing using one of the three selection methods previously discussed.
- 2 Click Print.



- 3 In the Filter Statements window, select the statements you want to Print.
- Click OK and select your printer.

Emailing Individual Approved or Unapproved Statements

Create a Statement Batch for a statement you want to Email or Print, but not necessarily finalize. (This might happen when a client requests a statement showing an applied payment, but you may not want to record accrued interest at the time of the request).



In the Statement Summary Worksheet:

- Olick on the Review Mode bullet
- 2 Double click on the **client name** to open the Draft Statement.

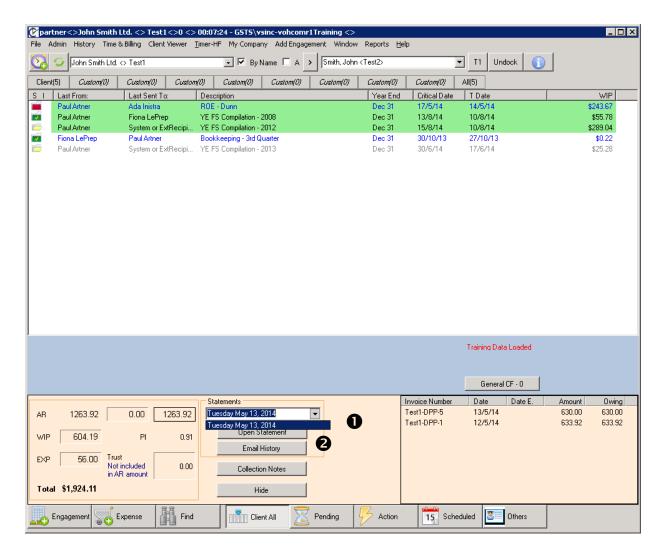


In the Draft Statement view:

Olick on the **Email** button to open the Set Emails for Statements window and proceed as on page 7.

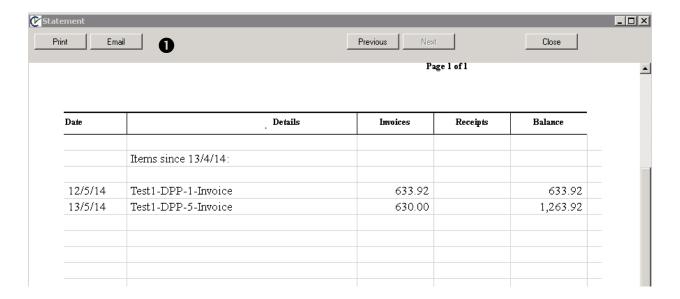
After emailing the statement, the batch can be removed and the statement will not show in the Client All view, nor will the interest be recorded as accrued.

Emailing Statements From The Client All Window



In the Client All window:

- Select a statement by date, in the Statements drop down list.
- 2 Click the Open Statement button.

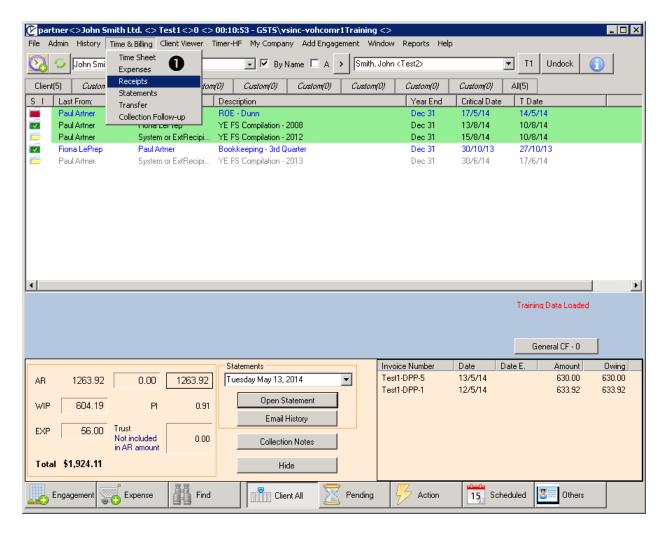


In the Statement view:

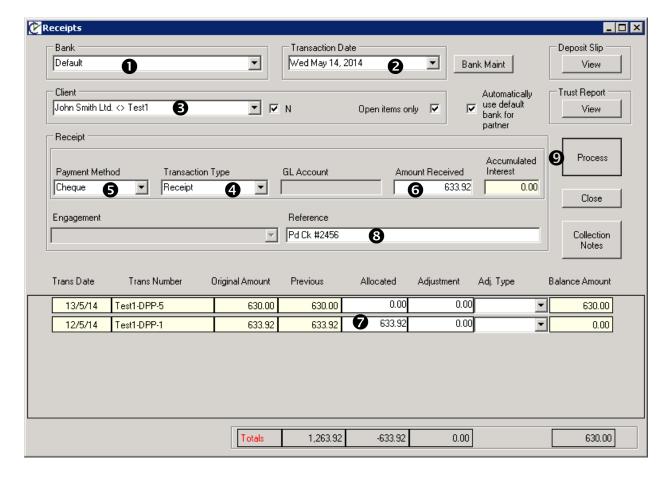
Olick on the **Email** button to open the Set Emails for Statements window and proceed as noted previously.

RECEIPTS

Processing Payments And Adjustments



In the Home window, click on the Time & Billing menu and choose Receipts.

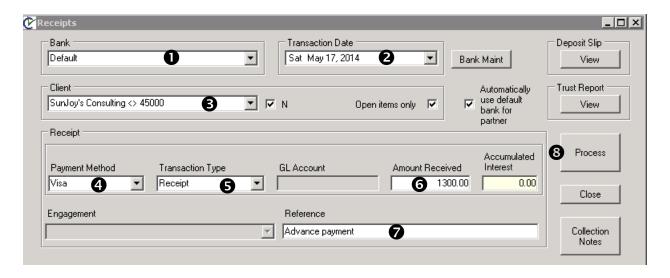


In the **Receipts** window:

- Select the Bank.
- Select the Transaction Date.
- **3** Select the **Client**, John Smith Ltd.
- 4 Select the **Transaction Type**. Most client payments that are deposited to the Bank are **Receipts**.
- Select the Payment Method, Cheque.
- 6 Enter an Amount Received, \$633.92.
- In the Allocated column, enter \$633.92, the amount applied to this invoice. Another way to enter the amount is to click in the Allocated space. The total received or the amount of the outstanding invoice, whichever is less, will be allocated.
- Enter a **Reference** comment, like a cheque number. The comment entered will show on the client's Statement.
- Olick Process then OK in the window confirming the number of Entries Processed.



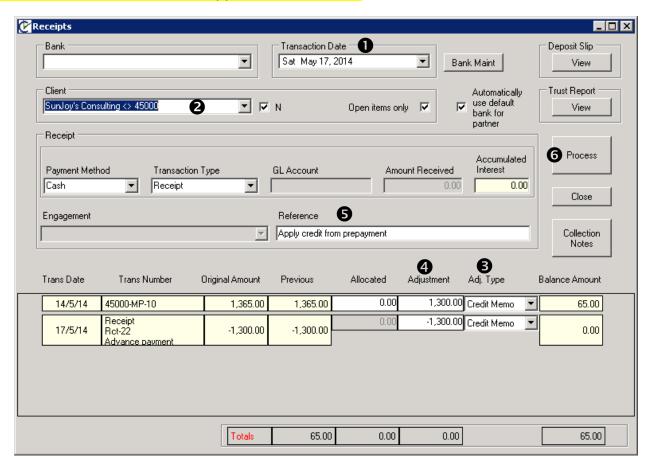
Scenario: When they became new clients, SunJoy's Consulting made a Visa payment of \$1,300.00 for future work.



In the Receipts window:

- Select the Bank.
- Select the Transaction Date.
- **3** Select the **Client**: SunJoy's Consulting.
- 4 Select the Payment Method.
- Select the Transaction Type, Receipt.
- 6 Enter an Amount Received: \$1300.
- The comment entered will show on the client's Statement.
- 8 Click Process.
- **9** Click **Yes** to Apply the payment.

Scenario: The work on SunJoy's *Short YE* has been completed and invoiced for \$1,300.00. The credit on the account needs to be applied to the invoice.



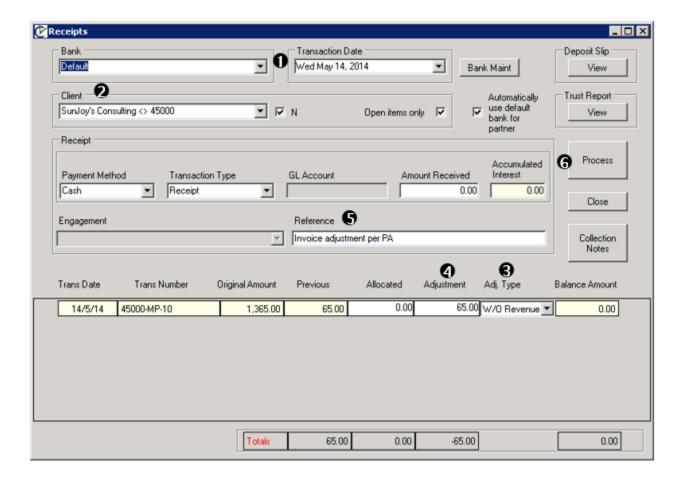
In the Receipts window:

- Select the Transaction Date.
- 2 Select the Client: SunJoy's Consulting.
- Select the Adj Type: Credit Memo for both the credit and the invoice.
- 4 In the Adjustment column enter -1,300 for the credit and 1,300 for the invoice.
- **5** Enter a **Reference** comment. The comment entered will show on the client's Statement.
- 6 Click Process and then **OK** in the window confirming the number of Entries Processed.



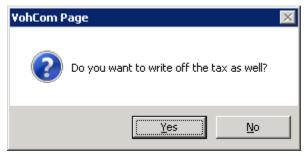
The Bank, Transaction Type, and Payment Method can be ignored since no funds are being deposited.

Scenario: SunJoy's Consulting still owes \$65. Paul wants this written off.



In the Receipts window:

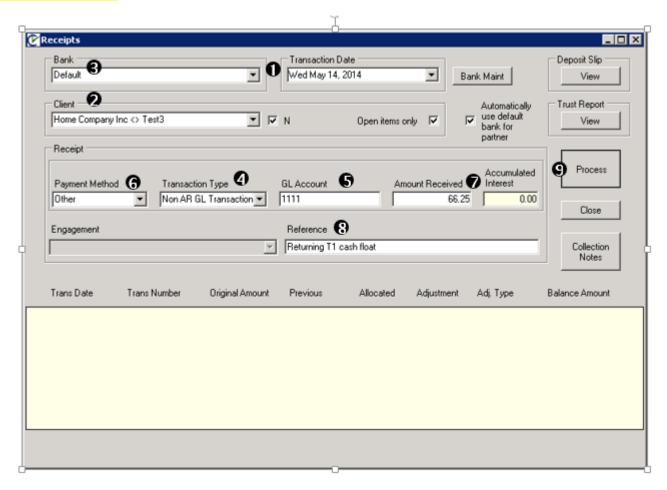
- Select the Transaction Date.
- Select the Client: SunJoy's Consulting.
- 3 Select the Adj Type: W/O Revenue.
- 4 In the Adjustment column enter 65.00.
- **5** Enter a **Reference** comment. The comment entered will show on the client's Statement.
- 6 Click Process.



Click **Yes** in the Writeoff Tax box. This will separate the tax portion out of the \$65 and report it as such in *Page* reports.

Processing Deposits That Are Not In Payment of Invoices

Scenario: The cash float used during Personal Tax season is no longer needed so it has been deposited to the bank.

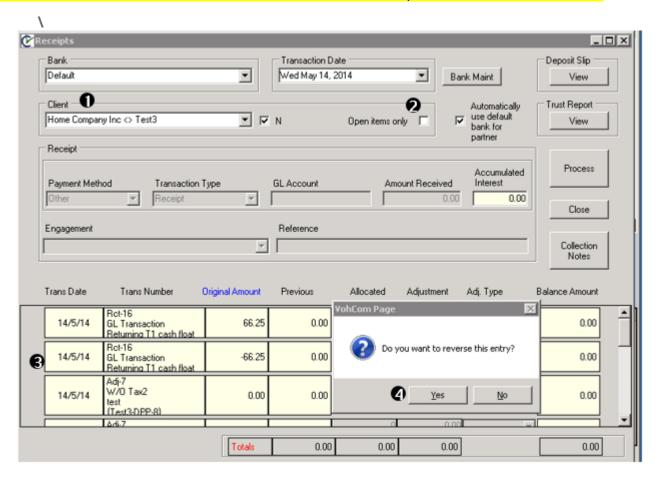


In the Receipts window:

- Select the Transaction Date.
- 2 Select the Client: Home Company Inc.
- Select the Bank.
- 4 Select the Transaction Type: Non AR GL Transaction.
- **5** Enter the **GL Account** to which the payment would be posted in your Accounting Software.
- 6 Select the Payment Method.
- 7 Enter an Amount Received.
- 8 Enter a **Reference** comment. This comment will display in reports clarifying the source of the deposit.
- Olick Process.

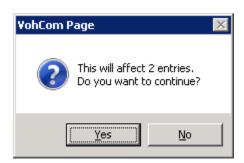
Reversing Receipt Entries

Scenario: There was a mistake. The cash float was not deposited to the bank after all.



In the Receipts window:

- Select the Client: Home Company Inc.
- 2 Uncheck the Open Items only box.
- 3 Double click on the **Transaction** you want to reverse.
- 4 In the Confirmation boxes, click Yes.



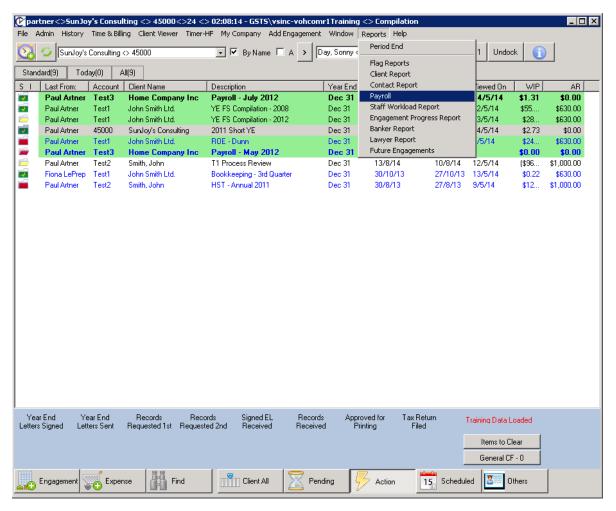


In the Reason for Reversal box, give an explanation for the reversal. This explanation will display on client's Statements.

INTERNAL ACCOUNTING REPORTS

Printing Reports

Scenario: Tomorrow is payday and you need a record of staff hours for payroll purposes.





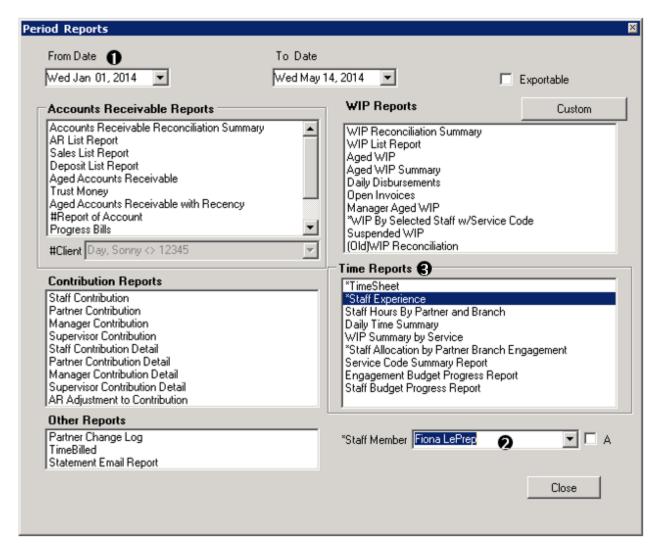
In the Home window, click on the **Reports** menu and choose **Payroll** (only available to those with permissions).

In the Payroll Report window:

- Select the From and To Dates.
- Click on Export for a report of the Standard hours (those not marked as 'payroll unique' in the service codes set up), in a csv spreadsheet OR
- 3 Click on Print for a pdf of all the hours.

Scenario: You have an accounting student and you need a record of the number of hours they have worked on various types of Engagements.

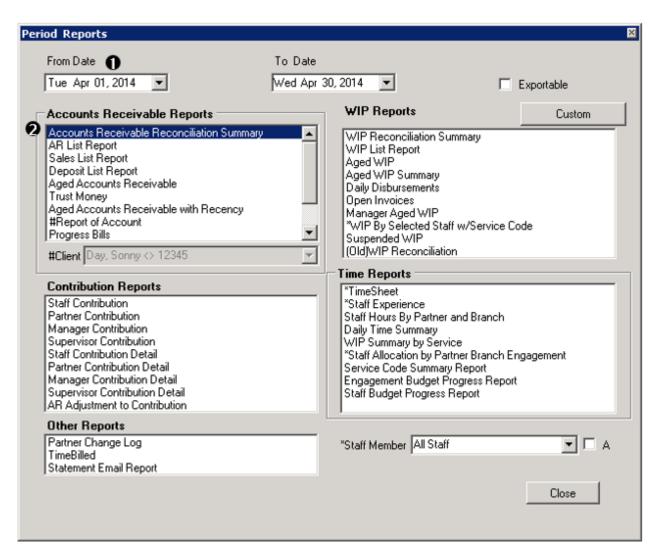
In the Home window, click on the Reports menu and choose Period End.



In the Period Reports window:

- Select the Report From and To Dates.
- 2 Select the Student's name from the **Staff Member** drop down menu.
- In the Time Reports section, double click on the Staff Experience report to open it.

Scenario: You are working on the month end Financial Reports and you need the Accounts Receivable Information for the month.



In the Period Reports window:

- Select the Report From and To Dates.
- In the Accounts Receivable Reports section, double click on the Accounts Receivable Reconciliation Summary report. The report will print in a pdf format.

There are a number of Reports available. It is recommended that you test each report to determine which ones are most applicable to your firm.

